

**Monthly Report From:** Lanark County Support Services

**Monthly Report To:** Perth and Smiths Falls District Hospital  
Board of Directors

**Report Period:** Third Quarter and Mid-Fourth Quarter

### **Status of Current Supports and Services**

LCSS congregate care setting, supported independent living and home supports have continued operations with additional enhanced supports. Staff have been redeployed from community participation supports to residential supports to address any staff shortages or provide needed additional supports. The Ministry restrictions in the congregate care setting have proven challenging for residents and families but LCSS continues to have ongoing communications and work with residents and their families to find solutions.

The Gathering Grounds Café is closed. The café is a social enterprise, in which individuals are provided with job training opportunities. Although the café is closed to the public, it is being utilized for employment skills training.

The community participation supports of Life Skills and Activity Centre had reopened in the Second Quarter and continued to operate into the Third Quarter up until the provincial look-down in late December. The CPS agencies have since reopened. Preparation for this second reopening was in line with the previous. Strategies, protocols, environmental preparation, reorientating for staff/participants are all in place. Ongoing consultations have taken place with Public Health, MCCSS, local community health nurse, PSFDH and local developmental service partners. The agency has had to adapt to provide services and find ways to support individuals with community involvement. Despite pandemic barriers, LCSS staff have supported individuals to connect to their community in a variety of ways such as assisting an individual to organize a Food Drive at Christmas for the local food bank. These efforts led to a collection of 170 pounds of food donations and 11 stockings for adults in need.

This has been a challenging time for everyone and there is no doubt that some individuals and families have found these circumstances very difficult. LCSS staff are in regular contact with supported individuals and their families. When LCSS becomes aware of a serious situation or crisis, the agency works with the individual/family and her/his support team to find a resolution. When LCSS is unable to provide a resolution to an individual/family or the resolution requires additional resources then the situation will be brought to the Lanark County Service Connections and Resolution Committee. This is the crisis response model in the county of Lanark and is not unique to the current pandemic. The agency has become aware of some situations in which assistance to find a solution has been provided..

LCSS continues to see an evolution in the curriculum and delivery models of its virtual services. In addition to an expansive variety of guest speakers, areas of focus have been literacy supports, technical skills, communication supports and activities to support mental health wellness. The virtual service model has provided opportunities to partner with other organizations such as Rideau Valley Health Services for the Healthy Mind, Body and Soul series.

### **Ministry of Children Community and Social Services**

LCSS was provided twenty-four hours notice (Feb. 16/21) for a Quality Assurance Measures compliance inspection and a COVID-19 Preparedness and Prevention review to be conducted on the residential home in Carleton Place. The process was completed by February 18/21 on which LCSS received correspondence indicating that Lanark County Support Services was found to be in compliance.

LCSS was invited to take part as a presenter in a “COVID-19 Lessons Learned” event for internal Ministry of Children and Community Social Services staff. The webinar included other developmental services from Ottawa and Kingston. The event was well received and a second event was organized in which LCSS presented again.

LCSS continues to complete a weekly report for MCCSS on critical supplies inventory. LCSS has been successful in accessing personal protective equipment and necessary supplies through this supply chain.

### **Upcoming**

LCSS is celebrating a 40<sup>th</sup> anniversary this year. Plans to recognize the anniversary are in progress.