

Dear Families and Trusted Support People:

It is extremely important to be proactive during this time of pandemic. It will be with your continuing care and advocacy that we hope to bring about change. However, as we advocate to bring about that change, we recognize that these are difficult times for so many and wish to offer you these suggestions and resources.

Steps to take to reduce the anxiety related to not being present:

- 1.) Discuss the situation with your loved one making sure to stress that this is not yours or their fault, it is because of the unknown around the COVID-19 pandemic
- 2.) Prepare a one-page document with 'must know' information on it (your voice when you can't be present). Take many copies with you to present to each person you encounter
- 3.) Call Patient Relations of your local hospital and explain the situation and get assurances from them. Attempt to get this in writing
- 4.) Each hospital has an **ethics committee** which is available 24 hours a day, 7 days a week. If you are still experiencing difficulty, you can reach out to this committee to plead your case.
- 5.) Contact the Chief Medical of Health in your local area
- 6.) Contact your doctor and ask if they will write a letter identifying you as essential support partner in care
- 7.) Don't assume that the information you give to the first person you encounter will be passed on

While the federal government has issued an updated Guidance Document dealing with various COVID-19 related issues

Resources:

[ARCH Open Letter](#)

To Prime Minister Trudeau; Ministers Hadju and Qualtrough;
Provincial/Territorial Premiers and Health Ministers (Apr 8)

[Federal Letter](#)

To Provincial/Territorial Ministers from Ministers Qualtrough and Hajdu (April 14) in response to the Open Letter from ARCH Disability Law Centre

[Triage Letter](#)

From Ministry of Health signed by Christine Elliott, Todd Smith and Raymond Cho (Apr 22)

[Communication Rights Toolkit](#)

Valuable information about the right to accommodation due to communication

[ARCH Advocacy Toolkit](#)

To help advocate for essential support person to be with you;

[Updated Federal Guidance Document](#) Specific to people with disabilities and the need for accommodation
shorturl.at/bqACM

(in case this link doesn't work, here's the link to the website)

<https://www.canada.ca/en/public-health/services/diseases/2019-novel-coronavirus-infection/guidance-documents/people-with-disabilities.html#a5>

[Genia Stephen webinar](#): Provides information to help safeguard vulnerable people.