

Update: May 11, 2020

The past few weeks have seen a new phase in the pandemic. Several provinces are now cautiously rolling out phased reopening plans, including for some of the services provided by our Rehabilitation Services network. With safety remaining the highest priority, we have opened some of our clinics under strict controls and procedures in Saskatchewan, Alberta and PEI, with other provinces making plans to reopen in the near future under similar conditions.

While the news is encouraging, we know we have an important responsibility to do this properly. Our reopening will be measured, responsible and sustainable. We will reopen slowly in phases and make adjustments as needed. We will coordinate with key partners like our funders, provincial and municipal health authorities, and regulatory colleges to ensure that we are meeting all their requirements and expectations. We will coordinate with our clients too, to make sure they understand how the new model will work and ensure that they feel safe and supported.

In terms of service delivery, we are committed to continuing our successful telehealth programs. At the same time, we know that some clients need in-person care. Most clients will likely experience a hybrid care model, with initial assessments and specific checkpoints happening in-clinic but with most of the care and treatment delivered through telehealth. At all times, the health and safety of our staff and clients is our top priority. Our detailed reopening plan includes screening protocols, cleaning procedures and proper personal protective equipment (PPE) distribution, as well as training and additional support to ensure that our team is safe and confident while at work.

Throughout the pandemic, our frontline teams in Home Health and Specialized Community Services have continued to provide in-person care to the clients who need us. We know how to do this, and do it safely. We will apply the same expertise and best practices of those frontline teams to our Rehabilitation Services network. As we begin to reopen our clinics, the way we deliver care will be different and in some ways improved. We are committed to providing the services our clients need in a way that is safe for them, for our staff and for our communities.

As Canada prepares for a phased in re-opening, CBI Health will be there in every way.

Take care, be safe and stay well.

Jon Hantho
President & CEO, CBI Health