

MEMO

To: Higher Needs Programs:

Family & Friend Caregiver Support Programs (FFCS), Social Prescribing Programs (SPP), and TAPS Programs

From: Kahir Lalji, Provincial Director, Population Health, UWLM

Date: March 27, 2020

Subject: COVID-19: Program and Operational Updates for Higher Needs Programs

Good afternoon Higher Needs programs,

Please read the below important information regarding your grant during the COVID-19 pandemic:

Programmatic/Service Adjustments

As per the attached memo sent on March 18, we reiterate that United Way remains flexible for funded programs to adapt and adjust as needed to reflect the needs of their community in ensuring that protocols and public health measures are followed. All programs have flexibility **and are expected to redirect their budgets and staffing** to meet new or adjusted programming needs.

Please advise your Regional Community Developer (RCD) and Whitney McMillan (*FFCS programs only*) of any service adjustments and/or redirection of program funds, via email, **as soon as possible**, noting the restrictions and best practices as outlined to continue to meet the needs of older adults and their caregivers during the COVID-19 pandemic.

This is also a reminder to continue to be diligent with tracking services, and particularly those that have been adjusted to meet the COVID-19 community needs.

COVID-19 Better at Home Response HUB Agencies

At this time, twenty-four (24) sites have been identified to act as Better at Home Response HUBS for seniors in BC, through a partnership with United Way's Better at Home program, bc211, and the Government of BC. See the announcement for "Safe Seniors, Strong Communities" – the COVID-19 Response Plan for seniors – on [YouTube](#), and review the Government's [news release](#) and the [UWLM blog](#). Also, the "Safe Seniors, Strong communities" narrative is provided.

These HUB organizations will be reaching out to neighbouring community organizations as referrals come in, including those operating Higher Needs programs, to help ensure that seniors, in all communities, are receiving the supports they need.

Program Funding

During this grace period, your program's receipt of funding **will NOT be impacted**. Your planned funding will arrive in the first/second week of April.

Communication and Connectivity

In response to emerging discussions about supporting and uniting our communities during the COVID-19 crisis, the below resources are available:

- We have opened two groups on [Healthy Aging CORE](#) to enable you to connect with allied organizations serving older adults in B.C:
 - A private group called “[Healthy Aging Executive Directors: COVID Connections](#)” is available to share questions, concerns, information, and relevant resources, learn of grant-related information, as well as identifying and addressing training and other needs related to COVID-19. All Executive Directors/Senior Managers of Better at Home (BH), Active Aging (AA) and/or Higher Needs (HN) Lead Organizations have now been automatically added to this group, if they are already active on CORE. **If you do not have a CORE account:**
 - Sign up at [Healthy Aging CORE](#)
 - Enter the Invite Code: **ed-covid**
 - Wait for your CORE registration to be approved (*approximately 1 business day*)
 - **Please check your junk mailbox for approval of your CORE membership**
 - Once approved, you will be automatically added to the [Healthy Aging Executive Directors: COVID Connections](#) group to receive regular updates, discuss, and share
 - Additionally, an open CORE group labeled “[CBSS COVID Connections](#)” is available for general discussion with the broader CBSS sector related to the COVID pandemic.
- Lastly, it is ever more important to get connected through the [Healthy Aging CORE eNewsletter](#) for essential resources and updates, both during this crisis, and ongoing.

Kind Regards,



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Family Caregivers of BC (FCBC) – *for FFCS programs only*

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