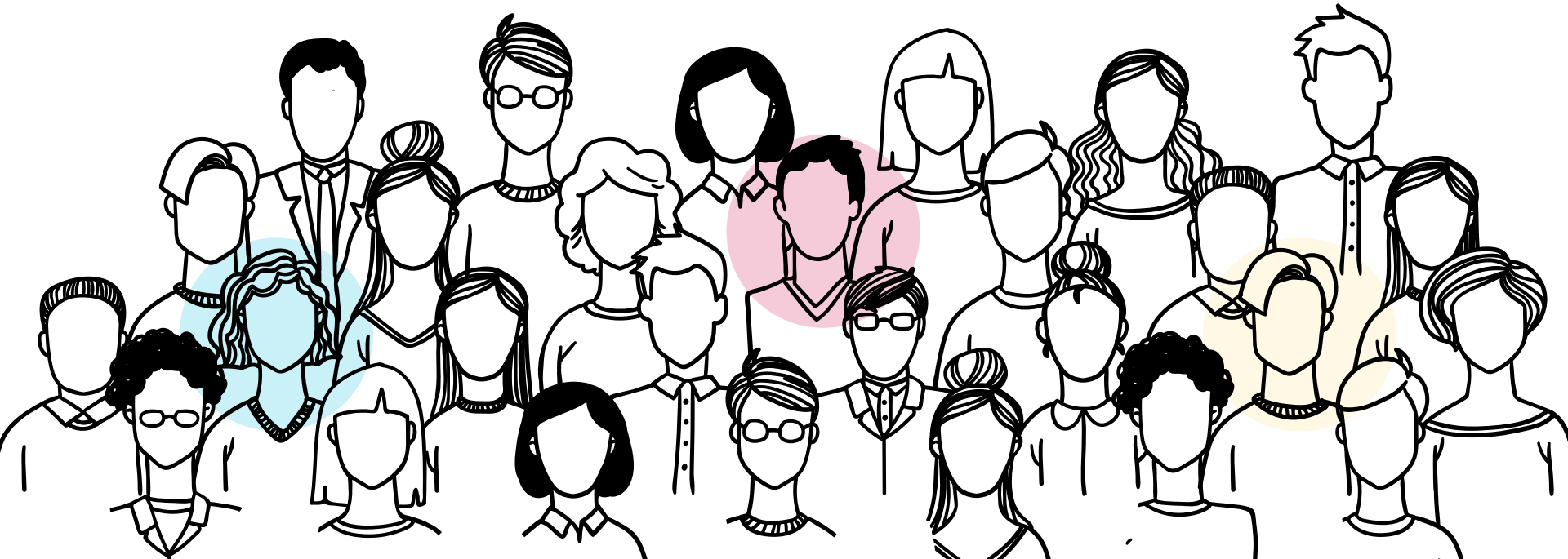
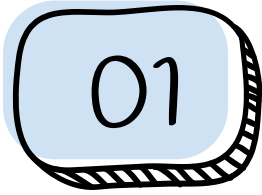


# COVID-19 Crisis Management



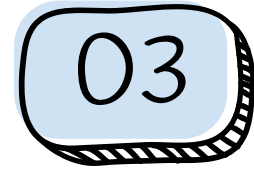


## Our Vision and Mission



## Our Values

What we believe in  
and enforce in our  
team



## Action Plan

How we are going to  
cater for the needs  
and resources of our  
community.



## VISION

Protect Human Life from all adversities and accompany them with total well being in physical, mental, spiritual and social dimensions of life during the COVID -19 pandemic.



## MISSION

Create a seamless response system emphasising the unique cultural and social values and belief systems of our community without neglecting the people of God at large. We also want to ensure the quality of life and make sure we have a suitable support system to offer to them during this crisis.

02

Our Values



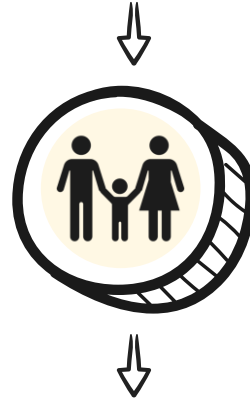
# OUR VALUES

## God Centered



We serve the people in the name of and for His Glory. Christ reminds, “Truly I tell you, whatever you did for the one of the least of these brothers and sisters of mine, you did for me”(Mt 25:40).

## Person Centred /Family Centred



Each family/Individual is unique and each one of their needs are unique. The team will try their best to cater towards their unique needs.

## Confidentiality



The crisis response team member will respect the confidentiality of the information and promise to use the information only for crisis management/system navigation.

# OUR VALUES

## Compassion and Mutual Respect



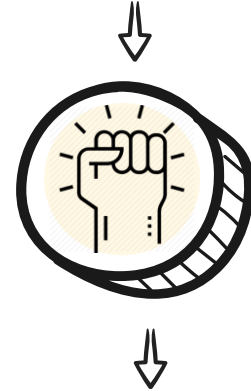
We respect each individual client and our team member.

## Promote Partnership



The exarchate ministries will support each other and coordinate the services in an effective way.

## Client self-determination



We respect the client's right to accept / refuse the service or accept the services in a way that is more pleasing to them. We accept our clients' perspectives in a professional and well-mannered way.

# OUR VALUES

## Accountability and Responsibility



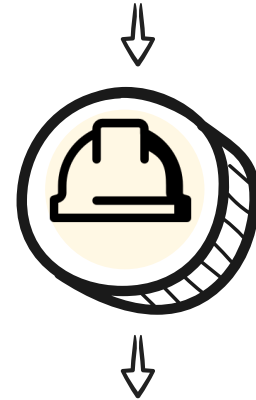
We provide the services in an accountable and responsive way.

## Continuous Improvement



We believe in the continuous improvement principle which means there will always be a scope for improving the services. We encourage you to voice your feedback and suggestions regarding the team and service plan.

## Client Safety /Quality



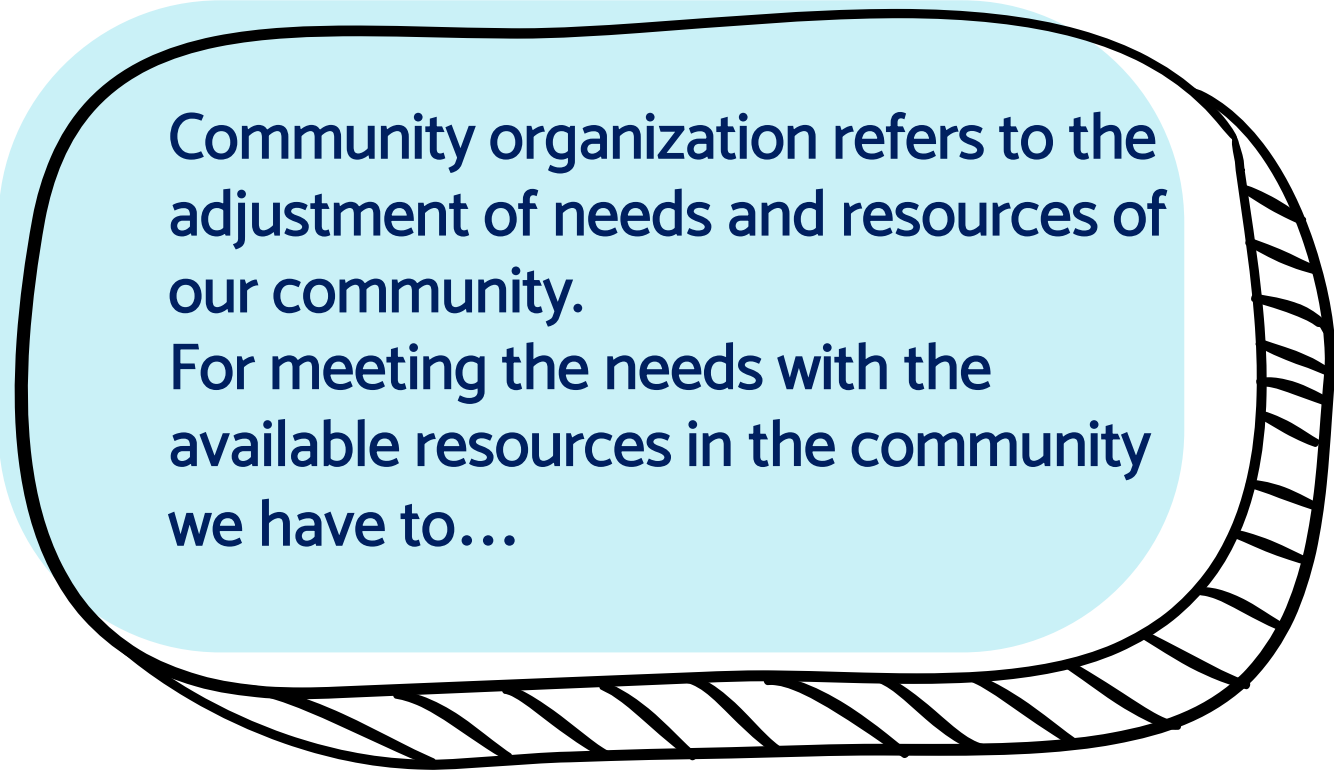
The crisis team will give priority to the safety of the client and all the decisions being made will emphasise on the safety and quality of the individual.

03

Action Plan







Community organization refers to the adjustment of needs and resources of our community.

For meeting the needs with the available resources in the community we have to...

## 1. Identify the needs of the community in the following four levels.



## Physical Health

The requirement of people suffering from any physical illness. Both their needs and the existing support system.



## Spiritual Health

The requirement of the people's spiritual needs and delivery of services.



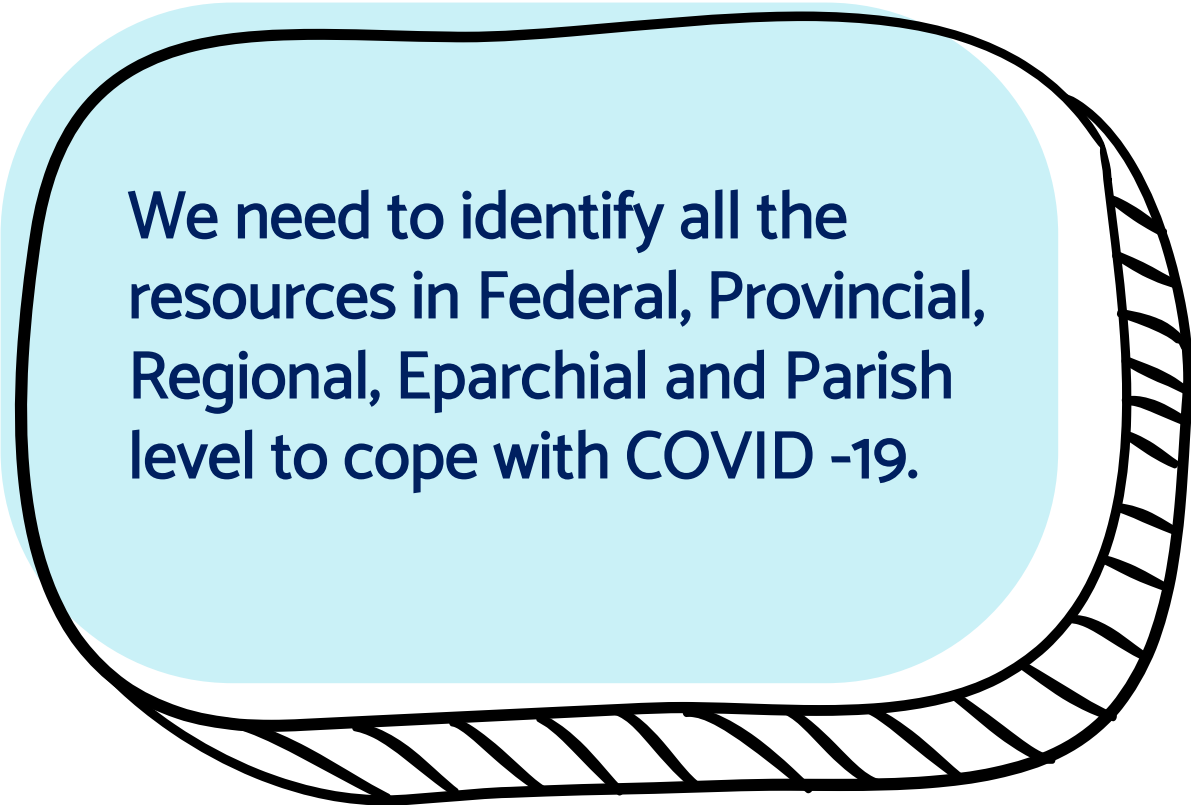
## Mental Health

Identify the people who need  
mental health services /  
resources during this period.



## Social Needs

Social needs of the individual's  
housing, income security,  
support in mortgage,  
payments etc.



We need to identify all the resources in Federal, Provincial, Regional, Eparchial and Parish level to cope with COVID -19.

## 2. Identify the resources. (man, material money)



### A. Federal Program

Identify all the support the Federal program has to offer regarding the COVID -19 pandemic. Eg. Canada's Economic Response – COVID-19, Employment Insurance etc.



### B. Provincial Program

Identify all the support the Provincial program is providing for the people during the COVID -19 pandemic. The support plan will be different in each province. In Ontario some support systems are Service Ontario Changes, OW, and ODSP



### C. Regional Programs

Identify the Regional programs available. Eg. The hospitals, Home Care Service Organisations and Community service Organisations in that region.

**D. Identify the resources in Eparchial /Parish Level- Our community has plenty of talented, experienced men and women working in various fields. We can identify those people and use their services to help the people in system navigation.**

## 1. Financial Resources:

We have to identify the financial situation of our eparchy /parish. Like all other individuals and institutions the Eparchy/parishes are in a financial crisis. We have to ensure the financial survival of exarchate /parish and explore the options available to help those who not eligible to get any financial help from the government. International students may face difficulty getting financial assistance from the government during the pandemic.

2. We have to identify and group activities according to common nature and allocate a group of people with expertise in that field. The four main areas can be: **Medical, Finance, Legal and Social Services**. The people in that group can consult with each other resulting in giving a more balanced and proper answer to queries.

3. We have to establish a proper communication channel /system to share the information. We must always use **reliable and government operated websites** when sharing information. Some people are sensitive in sharing information, so we must create a group of people to edit / analyse the information before providing it to the public. We should also **try to avoid duplication and contradictory information.**



4. We could start a **Crisis** line in each parish for the parishioners to reach the services or help. We can allocate a time or use call forwarding for this option.

5. We could create a group of multidisciplinary people in the exarchate and parish level to provide updates and clarify the doubts of our parishioners. In some cases elderly people and parish members are more comfortable with our team than mainstream organisations. The multidisciplinary team includes front line health care providers like Physicians, Nurses, OT, PT or Social Workers

6. Share Community resources in each region by our communication channel. Eg. Hospitals, Food Banks, Clinics for People who do not have OHIP, Meals on Wheels, Grocery Gateway, etc.

7. Create a **vulnerable** group of people list in each parish (eg. People suffering from Chronic Illness, Terminal illness, people with low informal support system) and follow up with their needs.

8. Create a group with legal / Human Resource background (people who are actively involved in legal matters/ human resources) to give accurate and reliable guidance to legal matters.

9. We should help people and guide them through changes. We should provide **accurate advice and guidance to people** who lost their regular medical appointments, rescheduling travels, people facing difficulty to come to Canada due to travel advisory or restrictions.

10. We should respect the rights of the Circle of Care people. People who work in the health care sector part of the Circle of Care may have legal restrictions (according to PHIPA) and we should respect their rights. Eg. Physicians, Nurses, etc.

11. We should provide proper information regarding COVID-19 prevention and checking. It may vary in each region and we must provide accurate information.



12. We should provide a detailed action plan on the basis of detailed discussion, feedback and manpower availability on 25- March -2020  
Wednesday discussion.

# 04

## Areas of Service



1. Physical (Medical)
2. Spiritual (Holy Mass, Confession etc.)
3. Mental Health (Depression, Anxiety, Addiction)
4. Social (Employment, Income Security, Housing {mortgage, rent}, Food Drive, etc.)
5. Financial Coordination (Individual, Parish and Eparchy)