

COVID-19: UPDATE ON OUR SERVICES OPTIONS NORTHWEST

OPTIONS NORTHWEST alters services to protect public health and safety amid COVID-19.

The health and safety of the people we support, and our employees remain our priority as we continue to monitor the COVID-19 situation and find the best and safest way to provide services.

Like all Ontarians, we are following advice from local, provincial and national health authorities to help stop the spread of the disease. OPTIONS NORTHWEST is making the following changes, effective immediately until further notice.

- Effective March 16, 2020, OPTIONS NORTHWEST administrative sites will be closed to the public (No visitors except essential ones). Altered services are available from each site, during our regular hours of operation from 8am to 4pm. Please contact 807-344-4994 for further information about programs and services still available to you at this time.
- All administrative and CRT employees will be accessible via phone or video conferencing.
- Family/friends visits have been discontinued at all sites at this time until further notice.
- Calling family or reaching out in non-face to face ways is **NOT cancelled**.
- All employees will be screened as they attend any OPTIONS NORTHWEST location.
- All visitors deemed essential i.e. repair person for a furnace will be screened prior to entry.
- All attendance at public/crowded venues for recreation, theatres etc. have been cancelled.
- Going for a walk, doing in home activities **NOT cancelled**.
- Essential activities such as getting groceries or going to an urgent medical appointment will continue.
- Student placements have been cancelled until further notice.
- To reduce anxiety, do not ignore your feelings, remain calm and seek assistance if you are feeling overwhelmed. You can reach the Employee Assistance Program at 807-684-1874 and afterhours at 1-800-668-9920.
- Seek information from reliable news sources only.
- Reminder to use precautions as outlined by Health Canada – **wash your hands, cover your mouth during coughs and sneezes, stay home if you are sick.**
- Self-care is critical as worries worsen if we are not looking out for ourselves.
- OPTIONS NORTHWEST team meets daily to address any new announcements, provide updates and to ensure adequate supplies/other necessities are in place.

We are doing everything possible at this time to keep safe options available to support individuals in need of care. We will continue to monitor all the developments of COVID-19 and will continue to inform you of further changes to our services. If you have any questions or concerns, please call 807-344-4994 or email general@optionsnorthwest.com.