

# COVID-19: UPDATE ON OUR SERVICES OPTIONS NORTHWEST

**OPTIONS NORTHWEST continues to alter services to protect public health and safety amid COVID-19.**

**December 21<sup>st</sup>, 2020**

**For COVID-19 binders and please post in a prominent place in the homes.**

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. **Effective December 26<sup>th</sup>, 2020, Premier Ford has put Northern Ontario into a state of “lock down” for a period of a minimum of 14 days. While OPTIONS had already put plans in place to restrict activities over the Christmas season, these lock down measures are now mandated by the provincial government.**

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 continuing with the following changes to mitigate risk:

- OPTIONS NORTHWEST administrative sites continue to be **closed** to the general public. Altered services are available from each site, during our regular hours of operation from 8am to 12:00 and 1:00 to 4:00. OPTIONS NORTHWEST is continuing to operate all programs however our approach has been modified to mitigate risk. Please call 807-344-4994 for further information about programs and services available at this time.
- All administrative and SIL/CRT employees will be accessible via phone, video conferencing and limited face to face interaction depending on the circumstances. **During lock down, face to face interaction in other programs except congregate care, will only be for situations that are deemed essential or a matter of health and safety.**
- **In person family/friends visits as per our direction from December 15<sup>th</sup> and now with the lock down are suspended until January 9<sup>th</sup>, 2021. Family/friends may visit through a closed door or window while remaining outside, but people supported are not allowed to visit outside during this time. Those at end of life/palliative or very ill are exempt from this direction however arrangements need to go through a supervisor. Any visits set up at the office prior to Dec. 24<sup>th</sup> are still allowed.**
- **All employees must wear both a surgical/procedural mask AND a face shield or goggles while working within the congregate care setting. The only exception to this is during employee mealtimes when the employee is eating.**
- Calling family or reaching out in non-face to face ways is **NOT cancelled** and is encouraged as a safe alternative to in-person visits.
- All employees/visitors will be screened for symptoms and taking of temperatures as they attend any OPTIONS NORTHWEST location.
- All attendance at public/crowded venues for recreation is prohibited until further notice.
- Going for a walk, doing in home activities **NOT cancelled**.

- Essential activities such as getting groceries is still allowed although online purchasing is recommended. Supervisors can assist with this.
- All in person training is currently suspended unless there is a situation where someone is end of life/palliative or very ill and requires specific in person training for pain management or other health reasons. Area orientation may occur at supervisor's discretion.
- Anyone who travels for either essential or non-essential reasons must quarantine for 14 days prior to returning to work. Travel is defined by the Health Unit as outside of Northwestern Ontario.
- **Gatherings during the lock down are restricted to being with those in your own household.**
- 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 1-844-671-3327. **Effective January 1, 2021 the number changes to 1-877-371-9978.**
- Seek information from reliable news sources only.
- Reminder to use precautions as outlined by Health Canada – **Wear a mask, 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 Pandemic team meets regularly to address any new announcements, provide updates and to ensure adequate supplies/other necessities are in place.

We are doing everything possible currently to keep safe options available to support people 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](mailto:general@optionsnorthwest.com).

***On behalf of the Pandemic Team, stay healthy and safe during this Christmas Season.***