

COVID-19: UPDATE ON OUR SERVICES OPTIONS NORTHWEST

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

October 1, 2020

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 continuing with the following changes to mitigate risk:

- Effective October 1st, 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.
- Family/friends visits are available based on guidelines provided by the Ministry of Children, Community and Social Services. **These are subject to change at any time** should the Pandemic team believe the risk of infection is increased for the individuals supported and/or new directives come out.
- 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 not recommended until further notice.
- 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 put on hold at this time.
- 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.
- 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 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.