



OTTAWA SALUS COVID-19 Response

Communication #1

March 16, 2020

Salus' top priority is the health and well-being of our clients, tenants, employees and guests. Our response to the COVID-19 threat is informed by Ottawa Public Health recommendations on measures necessary to prevent further spread of the virus.

Actions taken to date to support the health and wellbeing of our stakeholders include:

- Ongoing monitoring of Ottawa Public Health communications.
- Posting information about COVID-19 in our buildings to share basic facts about awareness and precautions.
- We have closed our Head Office and moved to a phone contact system for all enquiries.
- We have increased the cleaning protocols for all our buildings
- We have revised our transitional housing programming and protocols.
- We have revised staff protocols for individual support and outreach to our clients and will focus on one-on-one interventions, crisis support and phone/texting contact wherever possible.
- We will continue to practice social distancing for face to face interventions.
- We have suspended all Salus recreology outings and programming.
- We have suspended all resource centre programming.
- We have cancelled Salus gatherings including meetings and trainings.
- We have implemented protocols for visitors to Salus resource centres.
- We are proactively developing procedures and protocols to guide staff in the event a presumptive or confirmed case of COVID-2019 occurs.

For more information on COVID-19

- Ottawa Public Health website: www.ottawapublichealth.ca
- Ottawa Public Health 613-580-6744
- **Telehealth Ontario: 1-866-797-0000**

Important note to Salus clients, tenants and community partners:

We at Ottawa Salus take your health and wellbeing seriously and want to remind you of the alternatives to communicating with Salus in person over the coming weeks.

- ✓ Salus' Call Centre will be in operation during typical business hours for essential services: 613-729-0123
- ✓ Staff are available by email while general inquiries can be directed to info@salusottawa.org
- ✓ After-hours property emergencies should be directed to: 613-858-7234

Other helpful phone numbers include:

- The Ottawa Distress Centre: 613-238-3311
- The Mental Health Crisis Line: 613-722-6914

Remember, if you are sick with symptoms of the coronavirus, think you could be sick or could have possibly been exposed to someone who is sick, please contact your health care provider or Ottawa Public Health.

We will keep you informed as things change.

Thank you in advance for your cooperation and patience.