



## OTTAWA SALUS COVID-19 Response

Communication  
September 2020

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Ottawa Salus is pleased to announce that we have begun to gradually restart services and reopen amenities, while still closely monitoring the COVID-19 situation.

We are using a phased approach to responsibly restart services and reopen amenities that were suspended, while following all safety measures prescribed by Ottawa Public Health directives. We will continue to take the necessary precautions to protect the health and well-being of our clients, tenants, employees and guests.

The following services and amenities are either open or will be opened by Ottawa Salus. Please note that capacity numbers at amenity spaces are currently limited and subject to change according to Ottawa Public Health guidelines and recommendations and depending on the property. Please check amenity and meeting spaces for signs that indicate hours of operation, capacity and social distancing measures required at each space and for each type of service.

- In-person individual support and outreach services
- Resource Centres
- In-suite capital work
- In-suite maintenance
- Enhanced cleaning
- Apartment rental services (subject to vacancies)
- Recreation Services (October 5<sup>th</sup>)
- Fisher Transitional Rehabilitation Program (October 5<sup>th</sup>)
- Salus Head Office will open on October 5<sup>th</sup> by appointment only, remaining temporarily closed to the public.

While we work towards reopening, we 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](mailto:info@salusottawa.org)
- ✓ After-hours property emergencies should be directed to: 613-858-7234

Starting October 5<sup>th</sup>, 2020, Ottawa Salus will be offering access to select services **by appointment only** out of the 2000 Scott Street, head office building.

Individuals who have made an appointment to access services in person will see precautions, including glass barriers at customer service counters, floor markings, signage, hand hygiene stations, and enhanced cleaning. Visitors will be subject to COVID-19 pre-screening questions and will be required to wear a mask in accordance with the Municipality's Temporary Mandatory Mask By-law when visiting the building.

To book an appointment, you can contact Salus staff directly or the Salus Call Centre Representative at 613-729-0123 during normal business hours.

We will continue expanding our service delivery options virtually and in-person, and encourage residents and clients to continue to use our telephone and online services as much as possible.

We will keep you informed as things change.

Thank you in advance for your cooperation and patience.