



# OTTAWA SALUS COVID-19 Response Notice of Service Changes

Public Communication  
January 2022

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 the Ontario Government and Ottawa Public Health recommendations on measures necessary to limit the impact of the virus. To support the health and wellbeing of our stakeholders we have taken steps to reduce the number of people entering and working at Salus service locations.

## IN-PERSON SERVICES

In order to limit the number of people onsite in Salus locations and in recognition of the potential for reduced staffing numbers, essential services are being prioritized for in-person service delivery. Staff and service recipients will be subject to COVID-19 pre-screening questions and will be required to wear a mask for the duration of the in-person service.

Essential Services include:

- Maintenance & Cleaning Services (note: service standards may be affected by staffing levels).
- Pest Control
- Apartment rental services (subject to vacancies)
- Transitional Housing Programs
- Resource Centres (limited in-person capacity and potential for reduced hours)
- Intensive Case Management Support & Outreach Services
- Tenancy Stabilization Services

**Ottawa** | Public Health  
Santé publique

### My mask protects you and your mask protects me. Wear a mask.

- Protect others. Wear a mask.** (Illustration of a woman wearing a green face mask)
- You could have COVID-19 and not know it. Protect others, wear a mask.** (Illustration of a family of four wearing masks)
- Masks are barriers to spreading your germs, it's just a good idea.** (Illustration of a person wearing a mask on a subway train)
- When you open your mouth, germs can come out. Keep them in - wear a mask.** (Illustration of a woman coughing into her elbow)
- Wearing a mask + physical distancing. Let's do our part.** (Illustration of a person wearing a mask and pushing a shopping cart)

OttawaPublicHealth.ca/Masks | 613-580-6744  
SantePubliqueOttawa.ca/Masques | TTY/ATS : 613-580-9656

/OttawaHealth  
/OttawaSante

## **VIRTUAL SERVICES**

Salus has prioritized service continuity and accessibility, offering the following services either by phone or online:

- General Inquires
- General Case Management Support & Outreach Services
- Concurrent Disorder Counselling
- Housing Interviews
- Recreationology Groups
- General Tenancy Support
- Tenancy Stabilization Services
- On-Call Services for Property Emergencies

### **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 Monday to Friday from 8:30am-12pm, and 1pm-4pm at 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

### **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, there is a [self-assessment tool](#) available that can provide you with guidance. If you would like more information on the coronavirus, we recommend you get information from the [Ottawa Public Health website](#).**

We will keep you informed as things change.

Thank you in advance for your cooperation and patience.