

NORTH SHORE COMMUNITY SUPPORT SERVICES, INC.

SERVICE DE SOUTIEN COMMUNAUTAIRE DE LA RIVE NORD, INC.

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Friday, 15 May 2020

A Message to Our Community and Partners.

The health and safety of our clients and staff is our top priority as we continue to closely monitor the impacts of COVID-19. Protecting your health and safety will continue to remain our focus as we begin to reopen and expand in-person services over time.

Yesterday, the Ontario government announced the initial phase (Stage 1) of restarting community healthcare services amongst other services across the province.

While the Ontario government included the gradual reopening of various services including in-person mental health and addiction services, we want to be clear with our community that this reopening will happen progressively over the next few weeks and months. It will not happen all at once on Tuesday, May 19th, 2020.

We are working hard to reopen our doors to our community, but we will only do this once it is safe to do so. We are actively working to ensure we can meet the criteria established by the Ontario government to keep you and our staff safe, including our ability to:

- Minimize the risk of spreading the virus within the organization;
- Conduct mental health and addiction services remotely;
- Adjust our services to meet physical distancing, enhanced hygiene measures, cleaning, screening our staff and clients;
- Access to personal protective equipment (PPE); and
- Fund the implementation of new health and safety standards, as well as purchasing new equipment, during this challenging time.

In the interim, we will continue to offer virtual and modified services as applicable as we have been over the past few weeks. You can continue to connect with us or book an appointment by calling 705-848-2879 and speaking to a Mental Health Worker of Club 90 or by calling 705-848-2800 and speaking to our Nurse of the Seniors' Mental Health Program.

We will do our best to keep you informed of our plans to restart in-person services. Please continue to visit our website <http://www.nscss.com> or social media connect with us at <https://www.facebook.com/groups/nscss> for up-to-date information about services.

We appreciate your patience and understanding during this challenging time. We look forward to seeing you again soon.

Yours Truly,

Anke Lansky-Johnson, M.A.
Executive Director