



COVID-19 (Coronavirus)

Dear Community Members:

As the Province of Ontario begins to re-open, Banyan will gradually restart our community and group programs while continuing to adhere to Ministry guidelines established for our essential service residential programs.

Our number one priority remains to be the safety and wellbeing of our clients, staff and community. For that reason if there becomes a need to retract on our recovery plans to reopen we are prepared to do so. Please continue to look to our website for the most up to date service information.

- Effective June 25, 2020 the office at 688 Queensdale Avenue in Hamilton will open on an appointment basis only however remains closed to the general public.
- Effective July 13th SNAP groups will be commencing. These groups will be smaller in size to allow for safe distancing. For contact information, please visit our Children's Services webpage <[here](#)>.
- The Grocer Ease program remains open on a client by client basis. For Grocer Ease contact information, please visit our Senior Services webpage <[here](#)>.
- Effective July 2, 2020 in person counselling and support will be available at 688 Queensdale by appointment only for:
 - Counselling and Assessment
 - Mental Health Youth Court Worker Support
 - Substance Abuse Counselling and Support

The above programs remain available for crisis counselling through telephone support.

- In accordance to the Statement from [Minister Elliott and Minister Smith on the Social Services Sector's Response to COVID-19](#) non-essential visitors will not be permitted to enter the following Banyan facilities:
 - Arrell Youth Centre (AYC)
 - Peninsula Youth Centre (PYC)
 - George R. Force (GRF)
- All essential visitors, including vendors and deliveries, will be asked to complete a COVID-19 screening questionnaire. Individuals with responses marked YES will be turned away and recommended to self-quarantine at home for 14 days, as per Public Health directives.

We thank you in advance for your co-operation. With your help, we will continue to do our part to keep our communities safe.

Keeping You Informed

Official information about the status of COVID-19 and how to respond to symptoms:

- Government of Ontario: Coronavirus Updates
<https://covid-19.ontario.ca/>
- Hamilton Public Health Services: Coronavirus Updates
<https://www.hamilton.ca/public-health/covid-19/novel-coronavirus-covid-19>
- Niagara Public Health Services: Coronavirus Updates
<https://www.niagararegion.ca/health/covid-19/default.aspx>

Resources to assist you during this time:

- Government of Ontario - COVID-19 Self-Assessment Tool
<https://covid-19.ontario.ca/self-assessment/>
- Mental Health Counselling - For mental health counselling over the phone, you can contact Telehealth Ontario at 1-866-797-0000 or visit the Canadian Mental Health Association tips to support mental health amid concerns of COVID-19 pandemic at <http://ontario.cmha.ca/>

Recent news headlines regarding COVID-19:

- July 13, 2020 Nearly All Businesses and Public Spaces to Reopen in Stage 3
<https://news.ontario.ca/opo/en/2020/07/nearly-all-businesses-and-public-spaces-to-reopen-in-stage-3.html>
- July 9, 2020 Ontario Extends Emergency Orders to July 22, 2020
<https://news.ontario.ca/opo/en/2020/07/ontario-extends-emergency-orders-1.html>
- **June 8, 2020** - Ontario Permits More Businesses and Services to Reopen in the Coming Days
<https://news.ontario.ca/opo/en/2020/06/ontario-permits-more-businesses-and-services-to-reopen-in-the-coming-days.html>
- **April 28, 2020** - Ontario Unveils Guiding Principles to Reopen the Province.
<https://www.news.ontario.ca/opo/en/2020/04/ontario-unveils-guiding-principles-to-reopen-the-province.html>
- **April 23, 2020** - Ontario Delivers Action Plan to Increase Protection for Vulnerable People and Those Who Care for Them.
<https://www.news.ontario.ca/opo/en/2020/04/ontario-delivers-action-plan-to-increase-protection-for-vulnerable-people-and-those-who-care-for-the.html>