



## COVID-19 (Coronavirus)

**Dear Community Members:**

**As the Province of Ontario responds to COVID-19, Banyan's community and group programs continue 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 13<sup>th</sup> 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 asked to self-isolate, and encouraged to contact public health.

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:**

- **Hamilton Public Health 905-974-9848, press 2 / To book an appointment online [www.hamiltoncovidtest.ca](http://www.hamiltoncovidtest.ca)**
- **Niagara Public Health 1-888-505-6074, press 7 / To book an appointment, call 905-378-4647 ext. 42819 (4-CV19)**
- 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:**

- **November 13, 2020** – Ontario Provincial Status on COVID-19  
<https://www.ontario.ca/page/emergency-information>
- **September 19, 2020** - Ontario Limits the Size of Unmonitored and Private Social Gatherings across Entire Province  
<https://news.ontario.ca/en/release/58449/ontario-limits-the-size-of-unmonitored-and-private-social-gatherings-across-entire-province>