



## 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.

On July 30, 21, Ontario filed [O. Reg. 541/21](#) which adds a new "Roadmap Exit Step" to the [Rules for Areas at Step 3](#) of its [Roadmap to Reopen](#). It is important to note that Ontario currently remains at Step 3 and is not at the Roadmap Exit Step at this time. The following came into effect when [Ontario moved to step three](#) on July 16, 2021:

Banyan's office at 688 Queensdale Avenue in Hamilton will open on an appointment basis only however remains closed to the general public.

### Children Services:

- The following Banyan services will be delivered in smaller groups to allow for safe distancing:
  - [SNAP](#)® (Stop Now and Plan)
  - [SURE](#) (Self-Understanding and Regulation of Emotions)
- The [Parent/Adolescent Conflict Program \(PAC\)](#) remains open and fully operational

### Youth Services:

- The following Banyan services remain open and fully operational:
  - Arrell Youth Centre
  - Peninsula Youth Centre
  - George R. Force Group Home
  - Bridge Program
  - Reintegration Services
  - Mental Health Youth Court Worker Support
  - Section 34 Assessments
  - Counselling and Assessment
  - Substance Abuse Counselling and Support

### Senior Services:

- The Grocer Ease program remains open on a client-by-client basis. For Grocer Ease contact information, please visit our Senior Services webpage <[here](#)>.

In accordance with the [Ministry of Children, Community and Social Services - Youth Justice \(MCCSS-YJ\) guidelines](#) 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. As per [MCCSS interim direction - extended measures](#), effective January 13, 2022 mandatory rapid antigen screening is part of the active screening for all visitors entering Banyan locations (regardless of the visitor's vaccination status). Exception only if the visitor presented a negative rapid antigen test result at the same location the day before.

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 Update <https://covid-19.ontario.ca/>
- Ontario Provincial Status on COVID-19 <https://www.ontario.ca/page/emergency-information>
- 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/>
- Learn about Ontario's vaccination program to help protect against COVID-19: <https://covid-19.ontario.ca/covid-19-vaccines-ontario>
- Download your enhanced vaccine certificates with official QR code: <https://covid19.ontariohealth.ca/>
- COVID-19 test appointments are only open to high-risk individuals. To determine your eligibility status visit: <https://news.ontario.ca/en/backgrounder/1001387/updated-eligibility-for-pcr-testing-and-case-and-contact-management-guidance-in-ontario>
- Hamilton Region Residents:
  - Hamilton Public Health 905-974-9848, press 2
  - COVID-19 test appointments can be booked online: [www.hamiltoncovidtest.ca](http://www.hamiltoncovidtest.ca) or by an Assessment Centre (Mohawk College, 1-844-930-4071) or (St. Joseph's Healthcare, 289-778-1465)
  - Vaccination Registration: <https://www.hamilton.ca/coronavirus/covid-19-vaccine-booking>
- Niagara Region Residents:
  - Public Health 1-888-505-6074, press 7
  - COVID-19 test appointments (walk-ins are not accepted). To determine your eligibility status visit:
    - Can be booked [online](#) or by calling 905-378-4647 ext. 42819 (4-CV19)
    - Vaccination Registration: <https://www.niagararegion.ca/health/vaccinations/default.aspx>
- COVID-19: Travel, testing and borders: <https://travel.gc.ca/travel-covid>
  - Use ArriveCAN to enter Canada (Mandatory): <https://www.canada.ca/en/public-health/services/diseases/coronavirus-disease-covid-19/arrivecan.html>

### **Recent news headlines regarding COVID-19:**

- **December 17, 2021 – Ontario Further Strengthening Response to Omicron**  
<https://news.ontario.ca/en/release/1001366/ontario-further-strengthening-response-to-omicron>
- **December 15, 2021 – All Ontarians 18+ Eligible for COVID-19 Booster Appointments at Three-Month Interval**  
<https://news.ontario.ca/en/release/1001352/all-ontarians-18-eligible-for-covid-19-booster-appointments-at-three-month-interval>