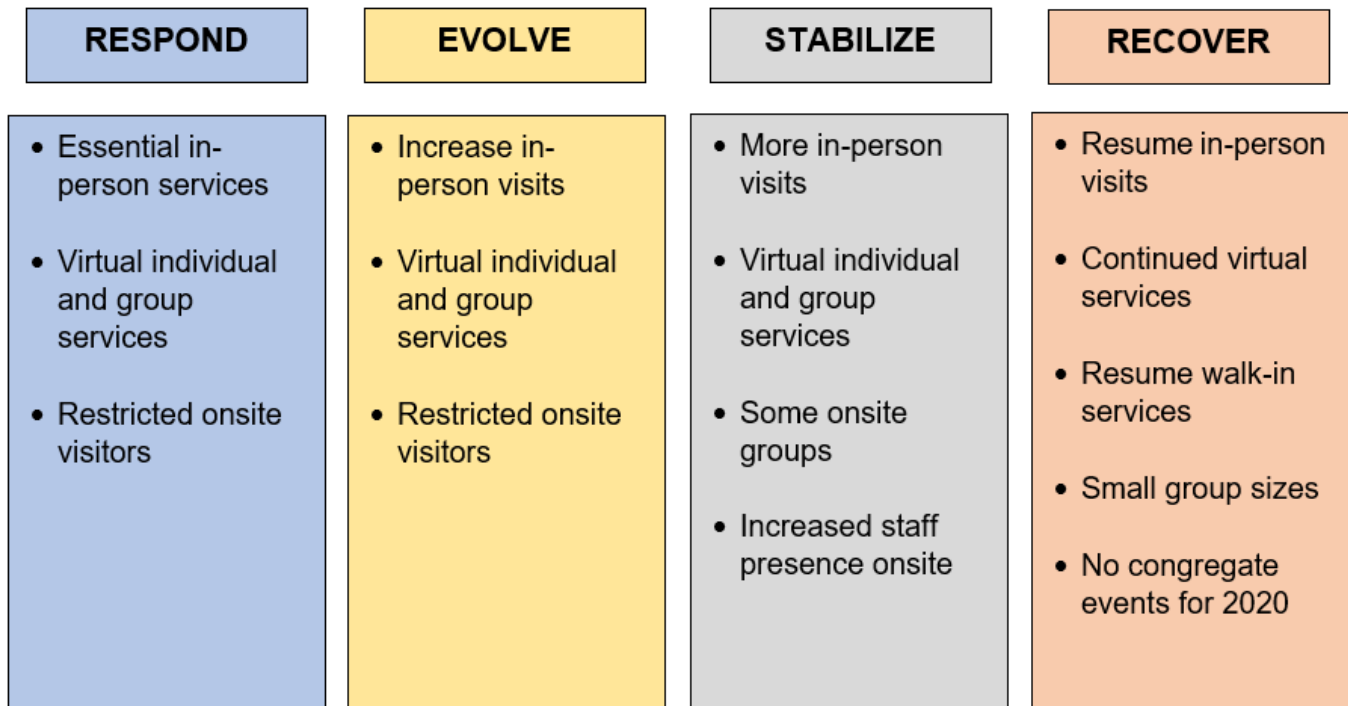


Client Information and Updates

CMHA Peel Dufferin continues to be a leader in mental health and addiction services. We are still committed to providing quality care. Below is a diagram of how we have planned our phased approach to in-person service delivery. Using guidelines from the Ministry of Health, CMHA will move into each phase gradually and safely. We will consider other relevant factors such as collaboration with community partners, factors specific to the Region of Peel, and layout of current office space.



This means that we may need to go back into an earlier phase. To ensure the safety of our clients, staff, and community, we would like to take this opportunity to inform you of some changes you can expect in the delivery of our programs and services.

There are nine main areas of changes which are listed below.

- 1. Service Options:** You now have three options on how to meet with your worker: telephone, video, or in-person. Your feedback in the Ontario Perception of Care (OPOC) indicated you wanted more accessible services that fit your schedule. We hope this change helps you when you need it most.
- 2. Use of Technology:** Your worker may suggest utilizing video platforms for various meetings. CMHA Peel Dufferin uses the Microsoft Teams application as well as the Ontario Telemedicine Network (OTN) video technology. Both applications meet all privacy standards to ensure that virtual meetings remain confidential and protected. Your worker can review privacy details for these platforms in more detail and together, you and your worker can choose the best option based on your needs.



3. **Who is onsite?** There will be a limited number of clients and staff accessing the site at any given time. This is to reduce the number of people within the shared space.
 - Walk-in services are currently unavailable. We kindly ask that you refrain from attending our site without an appointment to help us maintain a safe space for everyone.
 - If you are used to a specific day and time of the week, your appointment may need to change to ensure that there are minimal people onsite at any given time.
 - We ask that you attend your appointments alone unless discussed with your CMHA worker ahead of time.
 - You are encouraged to arrive on time for your appointment. Appointments are not booked back-to-back to ensure ample time for cleaning and disinfecting between each appointment.
 - Appointments will be booked in larger meeting rooms to ensure physical distancing within the room.

4. **Reception Area:** We have taken measures to reduce the risk of exposure to viruses.
 - Our Reception desks have plexiglass barriers for protection from sneezing and coughing.
 - We have a limited number of chairs in the waiting room and have spaced them apart to ensure physical distancing.
 - We have reduced the number of high-contact items from the waiting rooms such as magazines and toys.

5. **Screening Measures**
 - A standard COVID-19 Screening Questionnaire will be asked prior to your scheduled in-person appointment and once again upon arrival.
 - **If you Screen Negative for COVID-19:** you will be provided an appointment time and you will be encouraged to wear a mask for the duration of your appointment.
 - **If you Screen Positive for COVID-19:** you will not be permitted to book an onsite appointment. Clients are encouraged to stay home and self-isolate for 14 days and to follow up with their family physician. Your onsite appointment will be postponed or deferred to a later date. You will be offered a virtual appointment (e.g., telephone or video) in the meantime. If an in-person appointment is critical, your worker, or one of their colleagues, can meet you in your home with appropriate Personal Protective Equipment.
 - **When Screening is not possible:** where screening cannot occur behind a barrier or must involve contact with a client or essential visitor, CMHA staff will wear a mask, gown, gloves, and eye protection.

6. **Cleaning Measures**
 - All clients and staff are asked to sanitize/wash hands before and after meetings.
 - Meeting rooms are sanitized before and after each use.
 - High-contact surfaces (e.g., telephones, door handles, tables) are sanitized regularly throughout the day.
 - The Reception Area is sanitized before and after each scheduled visit.
 - Garbage, including used Personal Protective Equipment, is disposed of every day.



7. Signage:

- There is signage throughout CMHA offices indicating the importance of proper hand hygiene, proper cough/sneeze protocols, universal masking, and reminders about physical distancing.
- Hand sanitizers can be found in the waiting room area, meeting rooms and at Reception.
- Signage has been placed at the front reception area, the entrance doors and staff office space asking people to stay home if they are sick.

8. Personal Protective Equipment (PPE): As a health care provider we have a critical role in ensuring staff have access to PPE to continue providing safe and effective quality care.

- All staff are required to wear a mask for the duration of all appointments. Clients will be given a CMHA-approved mask to wear during your in-person appointment. Please dispose of it after use in a garbage bin. Do not leave the mask on any surface. If you are unable to wear a mask, speak to your worker before your appointment.
 - For client home visits your primary worker will be required to wear full PPE (including mask, face shield, gown, and gloves) throughout the duration of the appointment to follow the current provincial guidelines.
 - For community or CMHA onsite visits, staff will wear a mask (and potentially a face shield).

9. Driving Clients: Your worker will continue to help you develop a sustainable wellness plan regarding your transportation needs. At this time, workers will not be driving clients, however they will explore all possible options to support you with transportation to appointments critical to your health and wellness. This decision was made with an abundance of caution to prioritize the health and safety of staff and clients because of the rise of COVID-19 positive cases in the region and the inability to physically distance in a confined space. We recognize that this will be a different experience for you. It has been a challenging time and we thank you for your patience and cooperation. If you have any questions or concerns, please speak with your worker.