



COVID Response Update #3

September 11, 2020

ICAN Independence Centre and Network is very pleased to report that all of our services are in operation as of this date.

Our Independence Training Centre has reopened with a limited number of services being offered at this time. This is to ensure that social distancing can be maintained while services are being provided. In the next few weeks, a select number of group programs will begin. However, the number of clients in groups will be limited.

In order to ensure the health and safety of our clients and staff in the Independence Training Centre, the following protocols are being adhered to:

- Entrance doors remain locked and only those clients with appointments can enter.
- Clients are screened before coming to the Independence Training Centre and upon arrival.
- Clients who do not pass the screener test are not permitted entry.
- Clients attending the Independence Training Centre must supply their own masks and wear them during programs.
- Clients are not permitted in all areas of the building.
- Companions of Independence Training Centre clients are asked to wait outside the Centre.
- Staff also wear appropriate personal protective equipment.
- Equipment and program area are sanitized after each session.

In all other programs, in order to ensure the health and safety of our clients and staff, the following additional protocols are still in effect:

- ICAN staff have been directed to wear protective masks while on shift.
- Clients are screened for COVID on a regular basis (usually daily). If a client does not pass the screener test, staff follow ICAN's COVID related policies.
- ICAN is currently not permitting any large social gatherings on ICAN property and common areas without permission.

For the time being, ICAN has stopped screening visitors at our Haig Street location, except those visitors to our Reintegration Unit and our Enhanced Congregate Care Units. A separate protocol for those programs has been shared with those clients directly.

ICAN continues to follow all guidelines and directives received from the Ministry of Health and Public Health.

We continue to ask our clients for their cooperation by practicing proper hand hygiene, social distancing and limiting contact with others unless they are considered essential. ICAN is encouraging clients to have essential visitors wear their own masks whenever possible.

As the month's pass, it is clear that everyone, both clients and staff alike, have become frustrated with being isolated, social distancing and limiting contact with others. I ask everyone to remain patient, be empathetic to others, and to remember that we are all in this together.

For our clients who feel like they need mental health and addictions support, the following resources are available in Ontario free of charge:

- Primary care provider, who may be able to provide treatment and support or provide a referral to local mental health and addictions supports over the phone.
- ConnexOntario (1-866-531-2600), Ontario's mental health, addictions and problem gambling help line, which can provide contact information for local mental health and addictions services and supports, including crisis lines.
- Visit Big White Wall, a 24/7 anonymous online education and discussion platform for mental health support.
- Visit bouncebackontario.ca to access their guided self-help program using workbooks, with phone coaching support, or ask your primary care provider for a referral.

I am very pleased to report, that as of this date, there have been zero positive COVID-19 cases for any ICAN staff or clients.

Again, I want to thank all ICAN employees who continue to provide outstanding services to our clients. Our employees have put our clients first during the crisis. Our employees are incredible!

ICAN Independence Centre and Network, along with other health service providers in our community are working to ensure we are prepared for a second wave of COVID-19. Until a vaccine is developed, we must remain vigilant to ensure we all remain healthy and safe.

Take care everyone!

Kind Regards,

Marie Leon

Chief Executive Officer