

## **COVID-19:**

### **WELCOME HALL MISSION MAINTAINS EMERGENCY SERVICES WITH ELEVATED PROTECTIVE PROTOCOLS**

Following the evolution of the situation regarding COVID-19, Welcome Hall Mission is committed in contributing to the effort of all parties involved in controlling the spread of the virus. At this time, no evidence of COVID-19 transmission has been reported in the community we serve. It is therefore as a preventive measure, and in accordance with the recommendation of the Government of Quebec, that we take important precautions to limit the spread of the virus.

#### **CURRENT STATUS REGARDING OUR DIFFERENT SERVICES**

Due to the nature of proximity factors in our establishments, some of our services, such as the Welcome Hall Markets, will be temporarily suspended.

- Welcome Hall Market (South-West and Montreal-North): temporarily suspended **until March 24<sup>th</sup> \*see update on pages 3 & 4\***
- The Boutique: temporarily suspended
- Macaulay Emergency Shelter: open with elevated protective protocols
- Welcome Hall Residences: open with elevated protective protocols
- Cœur à sœur: temporarily suspended
- Jim Lund Dental Clinic: temporarily suspended
- Medical Consultation: appointments maintained at Macaulay Emergency Shelter
- Tax and legal clinics: temporarily suspended
- Workshops and courses: temporarily suspended
- Tutoring: temporarily suspended

#### **PRECAUTIONS IN PLACE**

Although our daily cleaning and hygiene practices already exceed government standards, we would like to inform you that we have taken additional measures to better protect our employees, volunteers and clients from the risks of transmissible infections.

#### **Health Status**

Upon arrival, you will be asked if you have symptoms of a cold or flu. We will also take your temperature. If everything is in order, you will be asked to wash your hands with a disinfectant. If there are flu symptoms present, you should go home immediately. This measure applies to both employees, volunteers and clients.

### **Returning from Holiday**

According to the recommendations of the government, for prevention purposes, you must absolutely isolate yourself for a total of 14 days. You will therefore not be admitted onto the premises.

### **Hygiene Measures**

All counters, offices and other surfaces will be regularly cleaned with disinfectant. Each volunteer should wash their hands with a disinfectant upon arrival and put on gloves immediately afterwards.

### **No Skin-to-Skin Contact**

For your safety, you should adopt contactless greetings (no double kiss or handshaking).

### **Hygiene instructions and reminders**

- Wash your hands often with soap and water for at least 20 seconds, especially after using the washroom and before handling food;
- Use an alcohol-based hand sanitizer if you do not have access to soap and water;
- When you cough or sneeze, do so into a tissue or into the crook of your arm, not into your hand(s);
- Immediately dispose of any used tissue into a plastic-lined bin and then wash your hands;
- Avoid touching your eyes, nose or mouth without first washing your hands;
- Clean the following frequently touched surfaces often with ordinary household cleaners or diluted bleach (one part bleach for nine parts water): toilets, telephones, remote controls, bedside tables, door handles, and electronic appliances.

Beyond the suggested precautions, we can only limit the spread of this virus by remaining cautious and avoiding risky situations. If you have symptoms or are unsure, please report it to the reception upon arrival.

## **OUR COMMUNICATION LINES WILL REMAIN OPEN**

To reach Welcome Hall Mission and to obtain further information, please call 514-937-9317.

To stay informed of the most recent news concerning COVID-19, please consult the Ministry of Health and Social Services website: [quebec.ca/coronavirus](https://quebec.ca/coronavirus) (click on ENGLISH)

## COMMUNICATION WELCOME HALL MARKET UPDATE

We will resume food distribution on Tuesday March 24<sup>th</sup> 2020. Those who had appointments scheduled for the week of March 16<sup>th</sup> 2020 will be contacted and will be the first to be offered appointments.

Please note the changes in effect:

- We will be booking appointments no more than 1 week in advance for new appointments. The reason is to allow us to adjust the appointment numbers and process according to the availability of volunteers and staff.
- Our wait line and distribution will take place outside regardless of the weather, you will need to dress appropriately for the weather and bring an umbrella if it is raining. You can expect to wait outside up to 30 minutes if you arrive on time. If you arrive early, your wait time outside will be longer. Due to the situation regarding COVID-19, we are unfortunately unable to offer any exceptions. We will not allow any clients inside the building.
- **In the best interest of the health of everyone, public access to our building will not be available for any reason including the use of the bathroom. Please take this into consideration and plan accordingly.**
- Those arriving by adapted transport need to advise us when making your appointment so that we can ensure that we bring your groceries to you in the transport so that you will not have to wait outside for several hours. It will be important that those using adapted transport book appointments between 10:00 AM – 11:00 AM or at 1:30 PM – 2:00 PM. If your adapted transport arrives before we are open and we are not able to serve you right away, you will be waiting outside for several hours. Due to the current situation, we cannot permit anyone inside the building. Make sure you instruct your adapted transport to stop at Door C.
- The distribution will take place at Door C (which is normally our exit door):
- Our staff member will step outside to give instructions before beginning the check-in and distribution process. We will only serve clients who have appointments at that specific hour. You need to ensure that you have your Mission card or your file number with you. **PLEASE HAVE YOUR CARDS WITH YOUR FILE NUMBERS OUT AND AVAILABLE WHEN IT IS YOUR TURN FOR YOUR APPOINTMENT!!**
- To protect everyone, staff will not be touching any client cards. You will need to hold your card so it can be scanned. If you do not have a card, you will need to dictate your file number to the staff member for the verification and check-in of the appointment. When you book your appointment, if you are unsure of your file number, please ask the agent that is booking your appointment to give you your file number. You will need to write it down and bring it with you to your appointment. **For the health of clients, and staff it will not be possible to make exceptions – HAVE YOUR NUMBER READY!!**
- Once you have checked in, you will remain outside and our staff members will hand you bags of food. During these exceptional circumstances, we ask you to bring home all the food that we provide and not leave any unwanted food on the street. **Leaving food on the street is a RED FLAG!! It will be addressed and COULD AFFECT DISTRIBUTION going forward.** Our product quantities will be greatly reduced due to the circumstances so you will need all of the food that we give you before you return in 2 weeks for more food.
- We will not be offering meat. We have a shortage of meat and the emergency distribution method does not accommodate the distribution of meat.
- The emergency distributions will take place in St-Henri only. The Montreal-North location will remain closed until further notice. Clients of our Montreal-North location are welcome to make appointments in St-Henri during the closure of their usual location.

- **STUDENTS AND USUAL THURSDAY CLIENTS BE ADVISED!!** Thursdays we will not be able to offer the schedule from 1:00 PM to 6:00 PM due to a lack of volunteers and staff at that time. The Thursday schedule will be during the day and will be the same as the Tuesday and Friday schedule (8:30 AM - 11:00 AM and 1:00 PM to 2:00 PM).
- You will need to bring your grocery bags and carts but until further notice, you will not need your insulated bag and frozen ice pack due to the fact that we are unable to distribute meat at this time.
- Given that these emergency distributions will only provide grocery packages prepared in advance, when at all possible, we ask that only 1 person come to pick up food. If you are a single parent and have nobody to babysit your children, we understand that you need to bring your children but otherwise it is safer for all if only 1 person to come for the pick up.
- We encourage you to contact us by email at **marchebonaccueil@missionba.com** with any questions.

\*\*\* Please note that we will be suspending the creation of files as well as the updating of files until further notice. Once we resume, those who have not updated their files will have 2 weeks to do so before their files are deactivated.

Given the current circumstances, we are receiving less food and due to the requirement for social distancing, we have a fraction of the volunteers that we normally have. Rest assured that we are doing everything to provide the most service we can and while emphasizing the safety of all.\*\*\*