

## **COVID-19:**

### **WELCOME HALL MISSION MAINTAINS 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. In accordance with the recommendation of the Government of Quebec, we are taking important precautions to ensure the safety of our employees, volunteers and clients.

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

Due to the nature of proximity factors in our establishments, some of our services are temporarily suspended.

- Welcome Hall Market (South-West and Montreal-North): open with elevated protective protocols
- The Boutique: temporarily suspended
- We encourage you to contact us by email at [marchebonaccueil@missionba.com](mailto:marchebonaccueil@missionba.com) with any questions
- Macaulay Emergency Shelter: open with elevated protective protocols
- Welcome Hall Residences: open with elevated protective protocols
- Cœur à sœur: open with elevated protective protocols
- 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.

#### **Social Distancing**

All employees, volunteers and clients should remain at least 2 metres apart at all times. This includes in the outdoor lineups.

## **Masks**

All employees, volunteers and clients should wear masks when visiting the market, or when in close proximity to others.

## **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).