

## UPSTREAM OTTAWA M.H.C.S.

### COVID-19 Response

#### Communication #1

March 16, 2020

Upstream Ottawa's highest priority is the health and safety of our consumers, employees and the general public. Our response to the COVID-19 threat is informed by City, Province and Federal Public Health recommendations. We are dedicated to ensuring our operations help to prevent further spread of the virus.

Our actions taken to date in support the health and wellbeing of all include:

- Ongoing monitoring of Public Health communications
- We have closed our Head Office to the public
- Events, outing and clinics have been cancelled until further notice
- Face-to-Face services have been suspended in the interest of public safety
- Staff are available to provide assistance by phone during normal working hours

More information regarding COVID-19 is available at:

- Ottawa Public Health website: [www.ottawapublichealth.ca](http://www.ottawapublichealth.ca)
- Ottawa Public Health 613-580-6744
- Telehealth Ontario: 1-866-797-0000

Other helpful resources:

- The Ottawa Distress Centre: 613-238-3311
- The Mental Health Crisis Line: 613-722-6914
- The City of Ottawa 613-580-2400

To reduce exposure and transmission of Covid-19, Code Red is thought to be the best mitigation strategy available to us. By operating in a manner that supports the mental health needs of our clients indirectly, are we best able to help people feel supported and keep, where possible, from accessing emergency &/or inpatient services during this trying time.

Changes to our operational status will be uploaded to our website and shared on social media.

Thank you for your understanding and patience.

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