

## **UPDATE - DBIS' COVID-19 PANDEMIC PLAN**

To Our Clients, Caregivers and Community Partners,

We are closely monitoring public health developments and government recommendations associated with COVID-19. Our Leadership Team is meeting daily and are in contact at all times to determine the day to day decisions that need to be made with our clients', staff, and the community's safety and wellbeing in mind.

### **We want you to know:**

- We have shut down all Groups across all programs in the South West, including the ones at our Nigel and Rhonda Gilby Centre for New Tomorrows in London to comply with social distancing, reduce the chance for community spread, and protect our clients and staff
- We will be providing alternate services for clients who attend groups, individually tailored to needs
- For the moment, all Community Transitional and Intensive Community Transitional Services' individual sessions will continue with staff doing appropriate screening of clients/families before entering the home
- No visitors are presently being allowed at any of our sites
- All of our staff are responding to voicemails, emails etc. as usual
- We will be posting updates, information and resources as they arise on our Facebook Page and website

We are doing our best to ensure you receive the information and support you need. We appreciate your patience and understanding during this time.

If you have any questions please send them to: [questions@daleservices.on.ca](mailto:questions@daleservices.on.ca) we will be sure to respond as promptly as possible.

Please take care of yourselves and your loved ones,



Sue Hillis

Executive Director, DBIS