

## UPDATE on Four Villages' response to 28 day lockdown

Providing a safe environment for our clients and staff remains a priority for Four Villages. With Toronto in a 28-day lockdown, here is what you can expect of service delivery at Four Villages.

During this phase, Four Villages will continue to provide services virtually and safely continue in-person services when required, following all appropriate health and safety precautions.

### Services:

- Essential and time-sensitive appointments will continue to be available in-person.
- Virtual care will continue when an in-person visit is not necessary in order to support physical distancing and minimize contact with persons who may have COVID-19.
- Continued increased help at the reception desk to allow for screening and disinfection of main areas.

### Programs:

Due to public gathering size restrictions, Four Villages will not be providing in-person group programming at this time. To support our clients, we have been testing and shifting program delivery to virtual platforms.

Programs that will run virtually will focus on:

- helping people move their bodies in a healthy and safe way
- supporting people who might be sad or lonely because of social isolation
- nutrition and access to food

Throughout the emergency measures, we have sustained essential and time-sensitive in-person appointments with all of our providers. We have delivered uninterrupted primary care, counselling & crisis support, foot care, rehabilitation services, dietitian services and community health support through virtual care or telephone consultations.

As we move through this lockdown phase in Toronto, we will monitor the circumstances closely and re-start certain services as applicable and allowed by provincial directives. We hope that all onsite services and programs will increasingly be resumed over the next short while. However, for everyone's health and safety, we will ease reopening measures when allowed, and/or return to our emergency service plan if needed.

Thank you to our partners and funders for your ongoing support and commitment to serving Toronto's West End community during this difficult time.

Going forward any changes in our service and program delivery will be posted on our website [www.4villageschc.ca](http://www.4villageschc.ca)