



**Swan Valley Branch**  
**Parkland and The Pas Region**  
Regional Head Office  
524 Main Street, Box 1593  
Swan River, MB R0L1Z0

Tel: 204-734-2734 Fax: 204-734-5727  
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May 28, 2020

## **COVID-19 Pandemic - CMHA Swan Valley Branch Public Announcement**

In response to the current COVID-19 situation, CMHA Swan Valley Branch has established its business continuity plan.

We will continue to provide modified support services in both our Peer Support and ECHO Housing programs while implementing prudent public health safety measures based on evidence and the best advice from public health experts.

CMHA Swan Valley Branch has transitioned to an essential services model by identifying which support services must be suspended and which must be modified during this time. Some changes have taken place while others will be activated by 8:30 AM on Monday June 1, 2020. All implemented suspensions and modifications will remain in effect until further notice. Public health Orders and/or recommendations will be implemented while we continue to deliver modified services to our community members and/or clients/participants.

### **Services Suspended:**

All in-person group programs, activities, events, and presentations are suspended until further notice.

Coffee services at the Regional Head Office (524 Main Street in Swan River MB) is suspended until further notice.

The practice of transporting participants and/or ECHO tenants in staff vehicles continues to be suspended.

All out-of-town travel for conferences, presentations, trainings, and meetings has been cancelled.

### **Services Modified:**

#### Peer Support Program:

- All peer support offices will be open to the public from 8:30 AM - 4:30 PM – Monday to Friday. Clients will be encouraged to call to book an appointment with a Peer Support Worker to try and lessen the amount of individuals in any CMHA Swan Valley Branch site at one time so that physical distancing protocols can continue to be observed and upheld. This includes the following sites:
  - Regional Head Office located at 524 Main Street in Swan River MB.



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- Dauphin Sub-Office located at ECHO III Housing Complex – 135 1<sup>st</sup> Ave. South West in Dauphin MB.
- The Pas Sub-Office located at Suite #3 – 130 3<sup>rd</sup> Street West in The Pas MB.
- All members of the public who attend a CMHA Swan Valley Branch site for Peer Support Programming or other must answer a series of screening questions before being able to enter the site for in-person services.
- All in-person peer support sessions must be conducted in a room that allows for physical distancing protocols which are a minimum of 6 feet (2-meters) between staff and client.
- Both the Peer Support Worker and client must wear a mask during the peer support session.
- All floors and surfaces in the room used for the in-person peer support session must be disinfected before and after each session. This will require each session appointment to be booked for a total of 2 hours in length to allow for 30 minutes before and after each 1-hour in-person peer support session to disinfect the room properly.
- All Peer Support Workers are encouraged to still offer peer support services by means of technology (phone, Zoom, or other) where possible and promote the Toll-Free Regional Peer Support Line to all clients.
- All HOPE (Helping Others through Peer Education) Learning Centre courses will continue to be offered by virtual means only until further notice.

#### Support to Housing Program:

- Support to Housing services will continue to be available to tenants of ECHO Housing Complexes. Support to Housing Services will be no longer than 1-hour per appointment.
- Support to Housing Staff must ask each ECHO Housing tenant a series of screening questions prior to meeting with them for an in-person support to housing appointment.
- All support to housing appointments must be conducted in a common area of the ECHO Housing Complexes that allows for physical distancing protocols which are a minimum of 6 feet (2-meters) between staff and tenant.
- Both the Support to Housing Worker and ECHO Housing tenant must wear a mask during the support to housing appointment.
- All floors and surfaces in the room used for the support to housing appointment must be disinfected before and after each appointment.
- Support to Housing Staff should refrain from entering a tenant's suite unless it is required due to cleanliness check. If a Support to Housing Staff is required to enter a tenant's suite, the staff must wear a mask, face shield, and gloves and the tenant must wear a mask.

#### ECHO Housing Complexes

- All ECHO Housing Complexes will be open to the public from 8:30 AM – 4:30 PM – Monday to Friday. This includes the following sites:
  - ECHO I located at 123 1<sup>st</sup> Ave. South West in Dauphin MB.



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- ECHO II located at 1327 1<sup>st</sup> Street North in Swan River MB.
- ECHO III located at 135 1<sup>st</sup> Ave. South West in Dauphin MB.
- ECHO IV located at 1331 1<sup>st</sup> Street North in Swan River MB.
- All public must answer a series of screening questions before they can proceed into the ECHO Housing Complexes. Public are encouraged to wear a mask when visiting the ECHO Housing Complexes.
- ECHO Housing Managers can meet with a tenant or a member of the public for no longer than 1-hour at a time.
- ECHO Housing Managers must ask each ECHO Housing tenant or member of the public a series of screening questions prior to meeting with them in-person.
- All in-person interactions must be conducted in a common area that allows for physical distancing protocols which are a minimum of 6 feet (2-meters) between staff and tenant or member of the public.
- Both the ECHO Housing Manager and ECHO tenant or member of the public must wear a mask during the in-person interaction.
- All floors and surfaces in the room used for the in-person interaction must be disinfected before and after each appointment.
- All common area floors (hallways, laundry room, stairwells, and entranceways) will be cleaned and disinfected weekly. All common touched surfaces (door handles, railings, and laundry machines) will be cleaned and disinfected 2-3 times per week.

#### Portable Housing Benefit Program:

- Portable Housing Benefit supports including applications, renewals, and all communications will continue with no interruption.
- Portable Housing Benefit Coordinator will continue to provide services to PHB participants by phone and other means of technology such as Zoom, facetime, etc. where suitable based on privacy requirements.

CMHA Swan Valley Branch will continue to monitor, review and update our plan to ensure we continue to meet the needs of our communities that we serve and do our part to contain the virus and support our collective community well-being.

Thank you to all our dedicated team members, volunteers, and community members for your support and cooperation. We know it is the teamwork and our collective efforts that will make a difference!

Anyone who has questions regarding suspended or modified services can contact the Executive Director for CMHA Swan Valley Branch at 204-734-2734 EXT: 1.