



## Nelson CARES Society Response to COVID-19

As an integral community support, we have a responsibility to our program participants, staff and community to reduce the spread of COVID-19 (“coronavirus”). We are proactively taking sensible precautions and invite you to work with us to address this situation as effectively as possible.

### NCARES IS TAKING THE FOLLOWING STEPS:

- Requiring staff to stay home if they are showing symptoms of any illness
- Communicating with our program participants and employees regarding safety and COVID-19
- Enhancing cleaning protocols at all locations
- Following PPE public health protocols
- Following public health recommendations to self-quarantine, and seek testing if ill
- Communicating with local organizations and businesses to respond in a coordinated manner

### ESSENTIAL SERVICES

#### STEPPING STONES EMERGENCY SHELTER

250-352-9876 or [steppingstones@nelsoncares.ca](mailto:steppingstones@nelsoncares.ca)

- The shelter is operating for overnight stays with reduced capacity. Please call to inquire.
- **All drop-in services are now suspended.**
- Reduced services available – the vestibule, coffee, sandwiches and water.
- Daily reviews are happening regarding service access and we will keep information flowing.

#### SERVICES FOR COMMUNITY LIVING RESIDENTIAL SERVICES (SCL)

250-352-6011

- 100% operational. This is an essential service and will continue to operate through the pandemic following very strict health and safety protocols.
- Accepting referrals from CLBC, as space permits.

## NCARES REDUCTIONS AND CANCELLATIONS

### ADVOCACY CENTRE

250-352-5777 or [advocacycentre@nelsoncares.ca](mailto:advocacycentre@nelsoncares.ca)

- Phone/email help with financial supports, tenancy, debt, legal resources, family law, & support to victims of relationship/sexual violence.
- Monday-Thursday, 9am-4pm (closed over the noon hour).

### AFFORDABLE HOUSING

Ward Street Place: 250-352-2851; Affordable Housing: 250-352-1608

- Affordable Housing Property Managers- OFFICES ARE CLOSED AND TENANT CONTACT WILL BE VIA TELEPHONE OR EMAIL. (We will review intake and move out on a case by case basis).
- Accepting applications for housing, available online: <https://nelsoncares.ca/portfolio-items/affordable-housing/>
- Affordable Housing Maintenance is for emergencies only.

### CUSTOM FIT INCLUSION AND EMPLOYMENT SERVICES

250-352-6011

- Client services continuing by phone and online.
- Social enterprises (Earth Matters Recycling and Kootenay Direct poster services) closed until further notice.
- CFIT Community dances are cancelled until further notice.
- Accepting referrals from CLBC.

### KOOTENAY SENIORS

250-352-2708 or [info@kootenayseniors.ca](mailto:info@kootenayseniors.ca)

- Community coordinator for pairing screened volunteer drivers with seniors who need items delivered for free
- Free delivery of pre-ordered groceries/pharmacy items to seniors and mobility-challenged persons
- Will deliver pre-made meals from non-profit agencies providing food
- Bi-weekly or weekly telephone check-ins with seniors
- Resources, information, & support for advocacy for health care, filling out forms online, banking, landlords, etc.

### NELSON COMMITTEE ON HOMELESSNESS (NCOH)

250-352-6011 or [ncoh@nelsoncares.ca](mailto:ncoh@nelsoncares.ca)

- Coordinating community services to support homeless in the community.
- POINT IN TIME Count scheduled for April 21 is cancelled.
- All non-essential services are cancelled.

## HERE'S HOW YOU CAN HELP

- If you feel sick, stay home, take the self assessment online (<https://bc.thrive.health/>) or call 8-1-1 to find out if you should be tested for COVID-19.
- Wash your hands frequently
- Cough or sneeze into a tissue or the bend of your arm, not your hand. Dispose of any tissues you have used and wash your hands afterwards.
- Avoid touching your face whenever possible
- Monitor the media for calls for support
- Be kind!

For more information from the Public Health Agency of Canada, [click here](#).

We will continue to make changes as the situation evolves.

## FREQUENTLY ASKED QUESTIONS

### **Why are we taking such decisive action?**

The Public Health Agency of Canada has assessed the public health risk associated with COVID-19 as low for the general population in Canada but this could change rapidly.

### **Is This Overreacting?**

The coronavirus can be spread by people who are not showing any symptoms. Although testing has become more widely available, we continue to follow the advice of public health agencies. We urge all community members to stay calm and be careful in order to help protect our community

By working together and being careful, we can help reduce the risk to our community members!

Thank you for being thoughtful and community-minded during this important time.