

April 1, 2020

Important update regarding COVID-19 and your support from Thresholds Homes and Supports:

In response to the current global crisis in regards to COVID-19, Thresholds Homes and Supports has made significant changes to programs and services effective immediately. We will constantly reassess this situation and provide regular updates. As an essential service, Thresholds Homes and Supports will continue to provide services through the implementation of additional measures to ensure the safety, health, and welfare of the individuals we support and our staff. In accordance with social distancing measures, Thresholds will provide virtual services on-line or over the telephone with all of consumers. Face to face meetings with individuals will only occur in exceptional circumstances and by appointment. Essential services will continue on an individual basis (eg. injections, medications deliveries, etc.) with modifications consistent with Public Health Pandemic Guidelines.

The Crisis Respite Program has been temporarily closed; there will be no bed availability until further notice. These are challenging times and the safety of our staff and our consumers is of the utmost importance.

In the meantime, please call the following numbers if you need more information regarding COVID-19 or if you believe you are symptomatic:

Public Health - 519-575-4400

Telehealth - 1 866-797-0000

If you need support with mental health, addictions, counselling, housing and more, contact your primary worker at 519-742-3191 and ask to be directed to them.

In case of mental health crisis, call Here 24/7 at 1-844-437-3247.

We appreciate the collective efforts of all community partners, especially those who continue to assist on the frontline. Please monitor the Thresholds Homes and Supports social media pages for updated information.

On behalf of Carmen Abel, Director of Community Services and Housing,

Thresholds Homes and Supports

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