

**AMHERSTBURG COMMUNITY SERVICES**

**WELCOME BACK PACKAGE**

**Introduction**

The day is finally coming when we can see you again and we couldn’t be happier!

We have been working diligently towards our re-opening timelines while ensuring we follow the guidance of Windsor Essex County Health Unit.

The safety of ACS participants is our top priority. We hope this information helps ease your return to our centre and you can soon be social with your friends at ACS again!

# Safety Rules

**Mandatory masks are required at all times with the following exceptions:**

1. While seated in designated areas, to consume food and/or drink where social distancing can be observed
2. While participating in a fitness/physical activity class where social distancing can be observed

**Will staff be required to wear masks as well?**

Staff will be wearing masks at all times unless they are in their offices.

**Does ACS have a vaccine policy?**

Effective September 7, 2021, the Ministry of Health and Long Term Care instituted Directive 6 which mandates that any organization funded under the Home and Community Services Act, which includes Amherstburg Community Services, must have a mandatory vaccination policy for staff, volunteers, students, contractors and participants.

**Will I be required to provide proof of vaccination?**

Yes, all **members and/or participants wishing to register for in-person programs at Amherstburg Community Services must present proof of full vaccination prior to participating.** Full vaccination is defined as *“documentation that confirms at least 14 days have passed since an individual has received their second dose of a vaccine approved for use in Canada.”* Members or participants who decline to provide proof of full vaccination will NOT be permitted to participate in in-person programs and will, instead, be directed to ACS’s virtual/Telephone program offerings.

**How do I provide proof of vaccination?**

When you sign in to your first in-person program at ACS, please present proof either by showing the receptionist your official receipt for your second dose or displaying the official email on your smartphone. By presenting proof of vaccination as defined above, you are consenting to allow Amherstburg Community Services to collect and store this information.

**How will my proof of vaccination be stored?**

The staff person who receives your information will document your COVID-19 vaccination status in our electronic member database, Nesdatrak. This information is accessible only by staff and is password protected.

**Will other people know my vaccination status?**

Due to ACS’s policy requiring all in-person program participants to provide proof of vaccination, if you are participating in programs, others will become aware of your status.

**Will I be still be screened for COVID-19 symptoms?**

You will be screened for COVID-19 prior to entry. Your name and phone number will be collected for contact tracing purposes.

**Q. What do you do with this information?**

A. This information is kept on file for 30 days and, upon request, will be provided to the Windsor Essex County Health Unit, if a COVID-19 positive individual has been in the building.

**Q. What if someone who has been to ACS develops COVID-19?**

A. The Windsor Essex County Health Unit leads investigations.

**Q. Should I stay home if I’m sick, even if I think it’s not COVID-19?**

A. For the safety of all and as a courtesy to other members, it is better to be safe than sorry. If you have symptoms, get tested. Follow all directions related to requirements to self-monitor or self-isolate.

**Hand sanitizer is located throughout the building.**

We ask members to sanitize on their way into the building as well as frequently during their stay. Some programs (i.e. Crafts, Baking, etc.) require all participants to sanitize their hands prior to participation.

**Enhanced cleaning procedures.**

**Q. How often will the washrooms be cleaned?**

A. Washrooms will be cleaned twice daily.

**Q. Will we all have to share the washroom at The Community Hub?**

A. At The Hub, there are two public washrooms right outside our main entrance that are open for use and are cleaned frequently by The Town of Amherstburg staff.

**Educational signage and resources about COVID-19.**

You will see up-to-date COVID-19 informational signage and resources throughout the building. Current information about COVID-19 can also be found at the Windsor-Essex County Health Unit website [www.wechu.org](http://www.wechu.org/)

# Hours of Operation

Hours of operation will be adjusted as required to accommodate pandemic protocols.

Monday through Friday – 9:00am-4:00pm

# Interim Programming User Fees

**Will there be any user fees?**

Yes. ACS has instituted interim ‘pay per class’ user fees with limited spaces available. The fees will apply to ALL programs (no refunds for missed classes). During this phase, sessions will run for the calendar month. Check the schedule to see the fees and how many weeks your particular program runs.

 **Q. Will Virtual and Phone In programs still be free?**

 A. Yes! Virtual and phone in programs have always been free and open to the entire community over 50.

**When do I pay? And Methods of payment?**

Payment will be accepted over the phone or when you check in for the first class. Debit, credit and cash are accepted at ACS. People wishing to pay for ACS programs, with debit/credit can visit prior to the start of their programs. You do not have to pay when you register.

**Q. My instructor cancelled a class. What happens now?**

A. We will try our best to replace the instructor. If we are unable to do so, we will provide a credit for that class towards a future class.

# Program Information and Rules

**All programs require pre-registration. Only program registrants will be permitted to enter.**

**Q. Who can register?**

A. Anyone can register for programs. If you are NEW to Amherstburg Community Services, you will need to **call or visit prior to registration** so we can enter your contact information into the system.

**Q. How do I register?**

A. You can call ACS and someone will be available to help you register. Please be patient is phone lines are busy. You are also welcome, to come in and register in person.

**Q. I need physical assistance to come for programs. May I bring a caregiver to help?**

A. Members who require physical assistance may bring one caregiver who will also follow the procedures for entering and using the facility (wearing a mask, sanitizing hands and practicing physical distancing).

**Q. Does my caregiver need to pre-register?**

A. Yes, your caregiver does have to register, however, there will be no user fee as he/she will not be participating in programs and is only there to assist you with your participation. Please make us aware when you check in for your program.

  **Q. How early may I arrive prior to my program?**

 A. On a regular basis, allow 5-10 minutes. On the first day, allow more time to accommodate initial program check-ins.

  **Q. I don’t see my favourite program. When will it be offered?**

A. All programs are constantly being reviewed for ways to offer them safely. Please keep in mind that some programs might not be offered at this time due to instructor or room space availability.

**Q. When should I start re-booking Carelink appointments?**

A. Once you have pre-registered for a program, you are free to book transportation. Remember to book your drop off and pick up times as close to the program as possible since you will be asked to depart once your program has ended.

**Please Note:** **Program offerings and room capacities have been adjusted to accommodate physical distancing and cleaning requirements.**

# Volunteering at ACS

We understand that there are varying degrees of comfort with returning to ACS, therefore, program leaders are being contacted to ascertain their willingness to come back to teaching. Please see the program schedule for a full list of programs being offered in October.

**Q. Will volunteers be required to have vaccines?**

A. All volunteers providing in-person services will be required to show proof of full vaccination prior to volunteering. ACS’s Program Coordinator will contact you to arrange for you to provide proof. You will need to show your official receipt or display the official email you received after your second dose.

**Q. I am a volunteer, how will I know when I need to return?**

A. You will be contacted and asked about your comfort level with returning to your role and a date will be discussed.

 **Q. How will I know what new rules are in place?**

A. In order to ensure you feel knowledgeable, all returning program leaders/volunteers will be contacted to go over some COVID-19 safety training prior to starting. Your program may have some new and different rules, duties, or times as well. These will be discussed on an individual basis.

**Q. Is there a way I can volunteer from home?**

A. Absolutely! Virtual volunteers have been graciously giving of their time throughout the closure and may continue doing so, if they so choose. If you are interested in virtual volunteer opportunities, phone Tracy Snow at ACS at 519-736-5471. Some examples of virtual volunteering include:

* Hosting a Virtual/Phone In Program.
* Making calls to fellow members and other seniors at home to check in on them.

# Food Services

**Q. Will Food/Snacks be available?**

A. Yes meals/snacks will be available for purchase for pre-registered guests.

**Q. Are frozen meals available?**

A. Yes! Sue has been cooking all your favourites for you to take home and enjoy at $7.25 per meal.

# Other Frequently Asked Questions

**Q. I want to pick up/return/donate puzzles. Can I do so?**

A. Yes! Puzzles are available. If you return some, we’ll set them aside for 48 hours before returning them to our shelves for lending**.**

**Q. Can I come in and do puzzles?**

A. Not at this time. But you can borrow one for as long as you like! Just call before you arrive to let us know approximate time.

**Q. I want to donate fabric or craft items. May I do so?**

A. Yes, all donations will be set aside for 48 hours before handling.

 **Q. I want to make crafts for ACS from home, can I do this?**

A. Yes! Call Tracy for more information.

**Tips to make your return to ACS enjoyable!**

1. Remember your mask!
2. Complete a COVID-19 Self-Assessment upon entering the facility.
3. Arrive 10-15 minutes before your program begins to allow for processing.
4. Ensure that you have pre-registered for your program.
5. Come prepared (water bottle, proper shoes, etc.)
	1. Bring your own equipment, if possible.
	2. Bring all personal items, equipment or projects home with you. All such items must be removed at the end of the program.
	3. Be courteous of others and leave at least 2 metres between yourself and others.
	4. Bring a “go with the flow” attitude as we all try and figure this out. We are very excited to see you!
	5. Have fun! We are all in this together 

**Responsibilities of Clients and Code of Conduct**

Welcome to Amherstburg Community Services***.*** People from many different backgrounds share this environment. ACS adheres to the Human Rights Code which declares that “every person has the right to equal treatment without discrimination because of race, ancestry, place of origin, colour, ethnic origin, citizenship, creed, sex, gender identity, sexual orientation, age, marital status, family status, handicap or the receipt of public assistance.”

*All members, staff, and visitors of ACS have the right to be treated with dignity and respect.*

*All members, staff, and visitors of ACS have the responsibility to treat others with dignity and respect.*

To guide staff, members and volunteers in carrying out their responsibilities and duties in a fair and respectful manner:

**THE FOLLOWING ACTIVITIES ARE *NOT PERMITTED* ON AMHERSTBURG COMMUNITY SERVICES PROPERTY:**

* Physically or verbally threatening, harassing or intimidating any person, directly or indirectly, as defined in the Human Rights and Criminal Codes.
* Defacing, damaging, or destroying property in any area belonging to the Agency, its visitors or tenants.
* Possession or consumption of alcohol outside of events or rentals for which a liquor permit has been obtained.
* No smoking or vaping on or within 20 meters of ACS property as required by the Smoke-Free Ontario Act.
* Soliciting, for any purpose, including asking for money, contributions or donations unless such activity has been approved by the Administration or Board of Directors of Amherstburg Community Services.
* Assembling for the purpose of disturbing the public peace or committing any unlawful act at the Agency site.
* Creating a disturbance which is disruptive or dangerous to others in the recreation or business activities of the Agency.
* Bringing animals on to Agency’s property, with the exception of trained and identified guide dogs and service animals.
* Posting or distribution of non-Amherstburg Community Services or notices without prior approval from the Administration of the Agency.
* Use of any recording devices unless such activity has been approved by the Administration of the Agency.
* Entering the agency without successfully passing the COVID-19 screener.
* Intentional disregard for population health practices put into place by the Administration of the Agency.

 ***Note:*** *All Code of Conduct Violations will be investigated. Violations will be subject to our progressive discipline process which may result in that individual’s removal from the Agency’s leased or owned properties and/or revocation of his/her participation in Programs.*