

December 18, 2020

**UPDATE**

To the individuals we support, their families, and our community partners,

Effective Monday December 21, at 12:01 am, Hamilton will be moving into the GREY-LOCKDOWN Zone of the Province's COVID-19 Response Framework. This change implements wide scale measures at the maximum level, including business or organizational closure. With this change, and continuing with our practices to ensure the safety of the people we support, their families and our staff, we will be modifying our services from the **Hamilton** office, including suspending face-to-face services, until further notice. Services will remain available remotely via phone, email and videoconference.

In addition, effective Monday December 21, at 12:01 am, Niagara Region will be moving into the RED- CONTROL Zone of the Province's COVID-19 Response Framework. This change implements more stringent measures along with implementing broader-scale measures and restrictions, across multiple sectors, to control transmission. Restrictions are the most severe available before wide scale business or organizational closure.

Based on guidance from Niagara Public Health and the Ministry of Children, Community and Social Services, we are pleased to advise that services within our **Adult Residential, Adult Clinical (Thorold and Vineland Offices) and Children's Services programs** will be unaffected by this change, maintaining the enhanced measures that are currently implemented. The situation will continue to be monitored and, as always, we will update you should any changes be required to our current practices.

The number of staff working in our **Administrative offices** will be limited while the Niagara Region is placed in the RED-CONTROL Zone. All staff will continue to work and be contactable in the remote setting to maintain business operations.

We understand that this situation is difficult for everyone and we appreciate your patience as we continue to navigate this second wave of COVID-19 and the regulations being implemented. We will continue to provide updates as the situation progresses. If you have any questions, please let us know at [questions@bethesdaservices.com](mailto:questions@bethesdaservices.com).

Respectfully,



Brian Davies  
Chief Executive Officer