

Available Abby House Clubhouse Services COVID 19 Update (April 28,2020)

To our members and service partners,

As an Essential Service working as a contracted service provider for the Fraser Health Authority, Abby House Clubhouse is committed to providing our members with the support services they need through the COVID19 response period. In order to accomplish this, while ensuring we maintain safe practices and reduce risks where possible, we will be adapting some of our delivery methods.

Current Services

See what's **NEW** below:

Abby House will be offering the following services and programs to our members:

- 1) Hours of operation: Monday to Friday 9am to 4pm, Thursdays 9am to 6pm (2pm to 6pm is for Young Adults).
- 2) We are offering support to all of our members with a focus on those who tend to isolate or have issues with food security or financial security and those who don't have any other natural supports.
- 3) TVP Program: TVP participants will be given their honorarium whether they're able to volunteer at this time or not. The cheques will be mailed out.
- 4) Naloxone kit distribution and training are provided through the clubhouse.
- 5) We are accepting all new referrals through fax @604-850-1190.
- 6) We are offering Employment Services for those who are looking for employment or trying to maintain their current employment.
- 7) The Supportive Employment Program for Lawn Maintenance is able to continue while the crew meets on site and follows physical distancing and sanitizing protocols.
- 8) We are offering regularly scheduled programs using the Zoom app and/or Facebook through watch parties, live videos and group chats.

Adaptations to Service Delivery

Abby House has made the following adaptations to the delivery of our services and programs:

- 1) We are offering support through call, text, Facebook, House party and Zoom using individual or group video chat during all of our regular working hours.
- 2) Staff will be doing outreach to members daily. For those individuals for whom a face to face interaction is more appropriate, we invite the individual to come to the clubhouse to meet with staff to get the support they need. The staff will be doing a wellness check before entry to the clubhouse. We will be asking questions about physical health to know if a person is experiencing any symptoms such as a fever, cough, shortness of breath, vomiting or diarrhea. We will be maintaining physical distancing protocols within the clubhouse (keeping a

2 meter distance between people). We are also able to meet someone in the community or outside in the parking lot while also following physical distancing protocols. We will be ensuring that members and staff follow strict hand washing protocol and cleaning/disinfecting the clubhouse between visits.

3) We are working to ensure that our members know about local services that are available to them such as the Crisis Line, 811, Food Banks, Community Services Centres and online applications for financial supports, etc.

4) We are posting videos on our Facebook page with wellness tools, words of encouragement, reliable information sources and regular updates of any changes that would affect our members.

5) We are hosting "Watch Parties" on Facebook. When Diane is hosting her crafting tutorial or when we find a You Tube video, TedX, or Podcast that is relevant .

6) We are providing live videos and links on how to use the Naloxone kits as well as providing one on one in person support and training. We are able to provide support over the phone if anyone has any questions or concerns. If anyone wants a Naloxone kit and they want to pick it up anonymously they can request that a kit be left outside for them.

7) New referrals will be contacted over the phone for an introduction to the programs and the staff. We will support these new members in the same capacity as we are with all of our members.

8) For those looking for employment we are able to send job posting links via email. We are able to support them over the phone to create an account on sites like Indeed. We will post relative information about employment on Facebook. On an as needed basis we are able to meet with members one on one to support them. Whether that be in the clubhouse or the place of work they are interested in applying to.

9) We have a ZOOM account for our staff to connect with our members either individually or as a group. Please call or email staff to let them know which ZOOM programs you are interested in participating in and they will send you a link to that specific group. If you need help setting up Zoom or other technology on your device, please contact us as we will be offering support for this on Wednesdays.

10) Staff have also set up a Houseparty Account to connect with members either individually or in groups. The app can be downloaded on a mobile device through the Google Play store or the Apple App store. Downloading the app onto a phone or a device allows you to participate in games with others. It can also be downloaded onto a computer from <http://houseparty.com/> with limited features (no games, sorry).

Virtual Intro to WRAP Workshop

The Wellness Recovery Action Plan (WRAP) is a self designed prevention and wellness process that anyone can use to get well.

WRAP will help you :

- Discover your own simple, safe wellness tools
- Develop a list of things to do every day to stay as well as possible

- Identify upsetting events, early warning signs and signs that things have gotten much worse and develop action plans for responding at these times.
- Create a crisis plan
- Create a post-crisis plan

If you have never taken WRAP and want to learn more about it there is a 2-day Introduction to WRAP Workshop and if you have taken WRAP before there will be a 1-day WRAP Follow-Up Workshop.
Check the attached flyer for details on dates and times and how to sign up!

What's new at Abby House

Mondays

-Coffee and Check In with Adina on Zoom

10:00am- Grab your coffee or tea and check in to discuss various topics while we support each other with new ideas and tips.

-Art Connection with Adina on Facebook Live

1:00pm- Connect with your peers while you follow along create something together.

Tuesdays

-Mindfulness and Meditation with Christine on Facebook Live

10:00am- Join us for a mindfulness exercise or a guided meditation video to give yourself some much needed downtime during this stressful time.

-Peer Support with Diane on Facebook

10:00am-12:00pm- Check in with Diane over Facebook for any support you need.

-What can you make with the food you have? Facebook Conversation with Adina

1:00pm- Let us know what's in your fridge or cupboards and together we will brainstorm ideas for a meal.

-Anxiety and Depression Support Group on Zoom with Christine

2:00pm- We will continue to support each other but through the virtual world now.

Wednesdays

-Intro to the Tech World with Christine & Adina

10:00am-12:00pm- We are here to help. Make an appointment with staff during this time for a tutorial. Bring your phone or laptop and we can walk you through the steps so you are able to join our new programs online.

Thursdays

-Teaching Kitchen on Zoom with Adina

Thursdays 10:00am-12:00pm

****Advanced sign up is required****

Connect with Adina Tuesday to sign up for this live cooking class being held

Thursday. We will provide all of the ingredients you need each week. Pick up of these items will be scheduled individually the day before. Then prepare the food step by step together on ZOOM to make a delicious meal.

-Naloxone Training Video on Facebook Live

12:00pm- Catch a step by step tutorial on how to use a Naloxone kit.

-Young Adults meet up with Christine on Zoom, Facebook and Houseparty

2:00-6:00pm- During our check in time from 2 to 6 we will be taking a chance to see everyone in virtual person. Each week we will have a different focus topic and use different platforms to communicate with each other.

Fridays

-Coffee and Check In on Zoom with Christine

10:00am- Grab your coffee or tea and check in to discuss various topics while we support each other with new ideas and tips.

-Peer Support with Diane on Facebook

10:00am-12:00pm- Check in with Diane over Facebook for any support you need.

-Hearing Voices Group on Zoom with Dave O. & Christine

2:00pm- Dave will guide you to either share your experiences or learn from others. If you hear voices, see visions or have similar sensory experiences you are not alone. This group is a great way to connect with your peers.

Review of Services and Adaptations

Abby House Clubhouse and Fraser Health will continue to work together to review the services, programs, and adaptive measures for delivering service weekly during the COVID 19 response period. We will continue to provide timely updates as our services evolve along with the COVID 19 response. Regular updates will be sent as required.

COVID-19 Symptoms

- Individuals should monitor themselves daily for symptoms (fever, new or worsening cough, new or worsening shortness of breath, new onset of GI symptoms including diarrhea and vomiting).
- Those who have been in close contact with someone who has shown the above symptoms should monitor themselves daily.
- You are being asked to stay home if you are experiencing any of the symptoms listed above, and call 8-1-1 or your local health practitioners office for further instructions.

Contact Information

Call: 604-850-1235

Fax: 604-850-1190

Text: 604-302-6001

To Join our Facebook page follow the link: <https://www.facebook.com/abby.house.39>

Email:

Christine: christinecruickshanks.ccs@gmail.com

Adina: adinam.ccs@gmail.com

Thank you everyone