March 23, 2020

Dear Community Partners, members and service users, during this time of the COVID-19 pandemic, Across Boundaries continues to offer services, with some operational changes to programs and hours of service. These changes have been implemented in order to protect the health and safety of staff, service users and the public. Across Boundaries follows the guidelines provided by the Public Health agencies, Ministry of Health and the Government of Canada to help mitigate the spread of infection.

The following are in place until further notice:

- Across Boundaries new hours of service are Monday to Friday 9-5 for 51 Clarkson Ave, which remains open for urgent supports, by appointment only. Staff providing remote services and supports (by phone) are available between 8am - 8pm Monday to Friday.
- Saturday programming suspended.
- Social Rehabilitation programming offered on site suspended.
- Psychiatric consultations continue by phone, prescriptions sent directly to the pharmacy.
- Meal support and delivery to the most vulnerable, registered service users daily.

A pandemic is a very stressful event for individuals and communities and as such it is normal to feel some stress and anxiety. It’s also very common for people to display great resiliency during times of crisis. While a lot of information is available on the current state and community responses to COVID-19, it is important to ensure the information is valid and up to date. Below are links to some sites which will provide useful information:

- City of Toronto - [https://www.toronto.ca/home/covid-19/](https://www.toronto.ca/home/covid-19/)

Across Boundaries will continue to update this page as programming changes are implemented.

Wishing one and all Health and Safety!

Aseefa Sarang, Executive Director and the Board of Across Boundaries