



# Brain Injury Community Re-entry (NIAGARA) INC.

*Turning the Key to Opportunity in Niagara since 1988*

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3340 Schmon Parkway, Unit 2, Thorold, ON L2V 4Y6 PH: 905-687-6788 or 800-996-8796 FAX: 905-641-2785 [www.bicr.org](http://www.bicr.org)

November 19, 2021

Welcome to Brain Injury Community Re-entry (Niagara). In keeping with Ministry of Health and other government directives, BICR wants to do our part to keep participants, families, staff and visitors healthy, and to help slow down the spread of COVID-19. The agency has made some modifications to our programming in order to continue offering support while keeping those around us safe. In all situations, social distancing guidelines, proper screening and appropriate PPE usage will be in effect.

The main office at Schmon Parkway, Thorold and programs at the Martindale Road, St. will be accessible through appointment only and on a reduced basis.

Group and community services will resume on a modified basis. Face to face interaction will take place outside where proper social distancing can take place and COVID-19 screenings have occurred prior to meeting. We will also continue to offer virtual programming.

Our Intake, Social Work, and Psychology departments will meet with participants virtually and in person at the office where social distancing permits, as well as with proper screening protocols. Meetings may also take place outdoors when appropriate.

At Residential programs, there are specific visiting protocols in effect, including and not limited to all visits will be conducted outdoors and scheduled in advance. For full details, family members are directed to contact their site staff directly.

If you have travelled out of the country, have been exposed to someone who has a Confirmed or Probable Case of COVID-19, are experiencing any Covid symptoms or are feeling unwell, please speak with staff by phone about when you can return to service.

COVID-19 protocols and restrictions are constantly changing. We will continue to update as frequently as possible to ensure our participants, families, and staff have the most up to date information. We continue to provide programming and services to the best of our ability that assist with rehabilitation and socialization.

If you have any questions regarding our COVID-19 plan, or for more information, please contact your Case Facilitator or the main office at 905-687-6788, extension 0.

Thank you for your support, we will continue to do our best to keep everyone safe and healthy.