

COVID-19: What you need to know if you are a CAF member

CDS Direction

- While at home, or on leave in Canada, the CDS directed all CAF members to adopt an approach that protects you and your family from the virus. There is a great deal of publically available information that works to keep you and your family safe.
 - Those returning from leave are directed to self-isolate.
 - Members travelling in Canada on leave are to avoid the use of buses/planes/trains.
 - CAF personnel on leave outside of Canada, are to be recalled from leave except for those on leave in the USA, who are still to self-isolate upon their return.

Health Services

- All CAF members in the NCR are encouraged to use public health self-assessment screening tools available on the internet prior to calling or coming in to the Health Svcs(Ottawa) Clinic. If you think you have 2019 novel coronavirus (COVID-19) symptoms or have been in close contact with someone who has it, use this self-assessment to help determine if you need to seek further care: <https://www.ontario.ca/page/2019-novel-coronavirus-covid-19-self-assessment>.
- Please visit the CF H Svcs C (O) website for all updated information, or call the NCR COVID-19/Respiratory Illness Information Line: 343-548-2773
- <http://cmp-cpm.mil.ca/en/health/organization/cf-h-svcs-centre-ottawa/cf-h-svcs-c-o.page>
- Effective Monday 16 Mar 20, and until further notice, all patients who are experiencing symptoms of a respiratory illness will no longer be able to enter CF H Svcs C Ottawa – Montfort. An active screening process will be in place at the main entrance for all staff and patients. All patients who are screened out from entering the facility, will either be redirected home or the new CAF NCR screening clinic at 1745 Alta Vista drive. Please note the following new procedure:
 - Patients with respiratory illness such as cough, fever, nasal congestion, sore throat should call the CAF NCR - COVID-19 information line and/or report to our alternate screening clinic location; the CF H Svcs C (O) Respiratory Illness Assessment Clinic will operate at NDMC at 1745 Alta Vista Drive Ottawa.
 - Clinicians will be on hand to provide screening and care to those who present at this alternate site.
 - Tests for COVID-19 will be done at that site, for patients that are assessed to meet the testing criteria.

- CAF Respiratory Illness Assessment Clinic hours – 0900-1500 hrs 7 days a week starting 16 Mar 20.

Mental Health Services

- The CF Health Services Mental Health Department will remain open for services. Should you prefer to access services via telephone instead of in person, please contact MH Reception at 613-945-1060. Please note Diagnostic Assessments or Addictions assessments, cannot be completed over the phone. If have a booked appointment for an assessment, you can attend your appointment or request to reschedule.
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- Please note the following crisis resources are available to you outside of clinic hours:

CFMAP: 1-800-268-7708

Family Info Line: 1-800-866-4546

Mental Health Crisis Line: 24/7. 1-866-996-0991

Distress Center: 613-238-3311

- *Further information pertaining to services provided in the MH Dept can be found at the following link: <http://cmp-cpm.mil.ca/en/health/organization/cf-h-svcs-centre-ottawa/mental-health-department.page>*

Sick Parade

- As per usual, for all other non-respiratory related concerns.

MFRC

- Temporary suspension of all non-essential Military Family Resource Centre (MFRC) services, specifically:
 - Weekly playgroups
 - Language training
 - Casual Care
 - Brain Train
 - Youth Drop in Group
 - Special Needs Support Group
 - Op Family Doc
- Playtime Platoon closure, aligned with school closure dates. Families will receive refunds for the weeks of closure.
- Mental Health / counselling appointments will be rescheduled and/or will proceed by telephone as appropriate.