

MESSAGE FROM CF H SVCS C (O) FOR THE NCR MILITARY COMMUNITY

*****UPDATE 15 March 20*****

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 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>.

New Screening Clinic

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.

Booked Appointments in CDUs

Due to reprioritization of healthcare providers at the screening clinic, booked appointments in the CDUs are no longer confirmed until 5 Apr 20. However, if your previously scheduled appointment is urgent/time sensitive (including deployment screenings, OUTCAN screenings, or operationally required PHA's), you may still report to your CDU between the hours of 0730 and 1330, to be seen on an availability basis. Telehealth is also being used when possible, therefore your healthcare provider may also be contacting you by phone/email.

For members whose sick chit expires during this time, the chit will remain valid/extended until the member can be reassessed.

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.

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.

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>