Registration for Fall Programs
September 28th, 29th, 30th and October 1st & 2nd

We are happy to let you know that we will be offering virtual and select in-person programming this Fall! Classes include many favourites such as Zumba, Chair Yoga, Ukulele, New to Spanish, Improv, Knitting, and Stained Glass! And the best part— you can access many of these classes from the comfort and safety of your own home! See the Fall Program Guide for more information.

Virtual classes will be offered via Zoom, a free to use, web-based video conferencing tool. All you need to participate is a computer, tablet, or cell phone with a camera so we can see you. Steps to connect will be provided upon registration, but don’t hesitate to contact us with any questions you may have. See page 13 for more information.

Registration can be done online at thegoodcompanions.ca. Please list all names and codes for the programs you wish to participate in. Please note that submitting the online form does not guarantee your spot in the class. We want to ensure that as many members as possible have access to these programs. If you have a spot in a class, you will receive a return email with the Zoom link and password to the class (for virtual classes). Please keep this email and password safe. You will need the link and password to login to the class each week.

Thank you for your cooperation!

Renew Your Membership Online!

Visit our website at: thegoodcompanions.ca/membership/renewing-members/ to renew in just a few simple steps.

Secure payments are processed through PayPal using debit or credit, and you do not require an account to submit your payment.

You can also renew by mail with a cheque made out to The Good Companions, over the phone with a credit card, or in person during business hours.

Please note that due to the extended closure, we have reduced the membership renewal rate to $28.00. The membership period will be September 1, 2020—March 31, 2021. If you have already renewed your membership, please contact us regarding a partial refund.

If you have any questions or concerns, please do not hesitate to contact us by phone at (613) 236-0428 or by email at info@thegoodcompanions.ca

Thank you so much for your continued support. We look forward to seeing you again!
Welcome to the Autumn 2020 edition of The Good Companions Bulletin. We hope that you have been keeping well and participating in our virtual programs. We have missed seeing all of you! We are pleased to announce our plan for the reopening of the Centre the week of September 14th, 2020. Please review all of the plans for the reopening in this article, as well as throughout the bulletin. Thank you to our members who completed the survey to provide your feedback and input on our reopening. Your valuable input is helping to shape our reopening plans. We have also included feedback from our staff and Board of Directors. The plan follows all Ontario and Ottawa Public Health Guidelines.

Highlights of the reopening:

- In order to attend the Centre for lunch, programs or social visits, everyone must pre-register up to 48 hours prior to attending. Pre-registration is solely by telephone to avoid any duplication or errors.
- It will not be possible to drop in to the Centre without pre-registering
- Pre-registration will not be required if you are already registered in a program or class
- At this time, based on guidance from Ottawa Public Health, we are limiting the number of members at the Centre every day to 50. The number of members who can attend will increase at a later date as public health guidance allows.
- Anyone entering the Centre must enter at the main doors and will be greeted by a staff member who will conduct a pre-screener, check temperatures and collect contact information. This information will be kept on site at the Centre in a secure location should it be required by Ottawa Public Health for contact tracing.
- Members will enter the Centre on Empress Ave N and will exit the Centre on the east side of the building to allow for greater physical distancing
- Members, volunteers, visitors and staff must follow all public health guidance including physical distancing, wearing a mask, washing hands and using hand sanitizer
- Physical distancing signs on the floor are placed throughout the building in hallways, program rooms, bathrooms and elevators. You will also see directional signage that will assist with physical distancing.
- Self-serve will no longer be available in the dining room. Coffee, muffins and lunch will be ordered and delivered to members at their table.
- Lunch seatings are scheduled for 11:00am and 12:30pm
- Unfortunately, some programs and classes will be on hold until at least the spring. These include but are not limited to: choirs, special events, day trips, bands, woodshop and cards.
- The week of September 14th, the Centre will be open for social visits and meals from 10am to 2pm on Tuesday and Thursday
- The week of September 21st, the Centre will be open from 10am to 2pm on Monday, Wednesday and Friday
- The week of September 28th the Centre will be open five days per week from 10am to 2pm
- Classes and programs in-house will resume in October and our hours will be 9am to 3pm from October 5th to December 23rd, 2020
- Classes will resume in January 2021 and our hours will return to 8:30am to 4pm
- Staff, members, volunteers and instructors will return to the Centre in two teams to ensure physical distancing
- We will continue to offer virtual programs as well as in-person programs through the fall and winter

We recognize that these changes will be challenging, but we know that by working together we can ensure a safe return for you, our members. We want to ensure that we can reopen our Centre to reconnect and keep everyone safe. We look forward to seeing you.

Please be sure to register for our virtual Annual General Meeting, which will be held via the Zoom platform on Monday, September 21st, 2020 at 3pm. See page 11 for more information. Please feel free to contact me should you have any questions or concerns.
Community Support Services...with Anne

Programs and services for seniors, age 55+ and adults with physical disabilities age 18+ who live north of The Queensway, between Preston St. and Blair Rd.

Changes to our Community Support Services Team:
Congratulations to Alisha Miller who has successfully completed her 4\textsuperscript{th} year Bachelor of Social Work Practicum and has been hired through the Canada Summer Jobs Program to work with us until mid-November 2020. A big welcome to Katie Yedynak who is working with us as a Program Assistant until December 2020. Both Katie and Alisha will be helping us to connect by phone to check in with our clients in the community and help spread the word to ensure easy access to the programs and services we provide and other community resources. While the COVID-19 situation continues, our team is providing many essential programs and services for our clients living in the community; including:

**Transportation to Medical Appointments**
Drives to essential medical appointments - depends on driver and vehicle availability. Clients must be registered for this service and book their drive at least 7 days in advance. Cost is according to kilometres driven per round trip. Our drivers will provide minimal assistance if needed wearing personal protective equipment. For everyone’s safety, our vehicles have been fitted with a plexiglass divider behind the driver seat. All clients using the program must follow COVID-19 safety protocols issued by Public Health, including practicing physical distancing, wearing masks and frequent hand-washing or sanitizing. Our drivers wipe down vehicles in between drives and keep the window open for ventilation. Masks are provided for those who need them. Call 613-236-0428 ext. 2235.

**Grocery Shopping and Help with Food**
A big thank you goes out to our van drivers: Barry, Bob, George, Michelle, Barrie D. and Francoise, who have all been delivering food hampers out in the community to our clients since the beginning of the pandemic, our clients really appreciated the food delivery, as well as the friendly smile and chat with the driver:

“It is the best thing that I have ever received!”
“A basket of love.”
“Received the basket of food. Very happy with it. Huge relief and help.”

While our Grocery Shopping Program remains on hold during the Fall months, we can still provide assistance to help you get groceries and food, such as how to connect with local grocery stores that offer telephone and on-line ordering and delivery, as well as organizations that provide contact-free grocery pick up and delivery, and options for meal ordering and delivery. Call 613-236-0428 ext. 2250.

**Telephone Assurance Program**
If you are self-isolating at home and feeling “out of the loop”, our volunteers are ready to call you on weekdays to check in for your reassurance. We arrange a predetermined follow up with you so that if you do not answer the call, someone you have designated as an emergency contact will respond to check in on you at home. If you prefer to chat a little longer or later in the day, we can call you for a friendly chat a few times a month through our Client Connections Program. Call 613-236-0428 ext. 2235.

“Your organization is unique in how you are staying in touch and helping all of us.
I am in gratitude to all of you.”

“The Good Companions is my good companion. I really enjoy your calls.”
“So nice to receive a call, I really appreciate it. You are sweethearts. You are angels.
Keep up the good work.”
If you are part of the LGBT+ Community, and prefer to have a volunteer from the LGBT+ Community call you, let us know and we will be happy to connect you through our LGBT+ Well-Being Check-In Program that we run in partnership with the Ottawa Senior Pride Network. Call 613-236-0428 ext. 2235.

**Rainbow Coffee Club for LGBT+ Seniors**
While we are following the guidance from Ottawa Public Health on gatherings and social distancing, our Rainbow Coffee Club for LGBT+ Seniors continues to meet virtually via video conferencing, on the first Wednesday of each month. If you would like to join our group, please call us for more information and details of how to connect. Call 613-236-0428 ext. 2240.

**Home Maintenance and Home Help Program**
Need help with maintenance tasks in and around your home? We can refer you to companies or individuals that we have screened for police records checks for the vulnerable sector, have liability insurance and have implemented safety protocols of the public health authorities for COVID-19. They can do indoor and outdoor maintenance tasks including housecleaning, air conditioner removal, and yard work and snow removal. Call 613-236-0428 ext. 2250.

**Snow Go Financial Assist**
Need help paying for your snow removal costs this winter? Funded by The City of Ottawa, The Snow Go Assist Program provides financial assistance to eligible low-income seniors or adults with physical disabilities, who hire an individual or contractor to clear snow from private driveways and walkways. If approved, you may receive reimbursement for 50% of the cost of your snow clearing, up to a seasonal maximum of $250. Call 613-236-0428 ext. 2250.

**Handy Helper Program**
Our volunteers connect by phone or by video conference to provide one-on-one help with basic technology needs, e.g. setting up printers, cell phones, or tablets. Call 613-236-0428 ext. 2250.

情牵你我 温暖在线”电话节目
良友中心-社区支持服务自4月份开始，开展了全新的“情牵你我 温暖在线”电话节目，为隔离在家的中国老年人提供与工作人员和其他老年人线上互动的机会和时间。电话节目的普通话版本于每周一上午10-10:30进行，主题内容丰富多样，由良友中心的工作人员小金主持，并会在每周节目的前5分钟播报疫情新闻。广东话版本的电话节目与日健高龄康乐中心合作，节目已经于8月21日恢复，每周将有不同的主题和大家分享。
如想参与电话节目，请提前5分钟拨打(613)686-1547，在英文自动答录结束后，按621410和#号键，等待主持人连线。此电话节目由安大略省老年人与无障碍部、东安大略省联合之路和渥太华市政府提供资助和支持。电话节目自开播以来，获得大家一致的好评，为老年人隔离在家的日子里增添了些许的乐趣。
疫情期间，良友中心-社区支持服务也增加了慰问电话的数量，工作人员每周打电话问候因疫情影响，不得不留在家中的华裔老年人，以确保他们的疑问和需求得到及时的反馈和支持。如果有更多疑问或想获取更多有关“情牵你我 温暖在线”电话节目的信息，请致电良友中心-社区支持服务：（613）236-0428分机2777。请大家照顾好自己和亲人，保持健康快乐，我们会继续在这里为您提供服务。

*To learn more about these programs and services, please call us at 613-236-0428 and ask for Community Support Services.*
Volunteer Corner...with Nikkie

There is no “I” in Team, but we sure are glad there is “U” in our Volunteers!

Interested in volunteering? Contact Nikkie Snagg, Volunteer Coordinator, to apply today. We have many volunteer positions that you will enjoy! Visit us online at: thegoodcompanions.ca to view available opportunities and to apply online. I look forward to hearing from you!

Volunteer Self Care

Looking after yourself is an important part of living a happy and healthy life. It is how we can maintain and enhance our health and well-being. It is recommended that we spend **30 minutes** a day doing things that we like to do simply because we enjoy them!

Ask yourself “What do you value & need in your everyday life?”

Here are some examples of self-care activities that you can do while practicing social distancing:

- write in a journal  
- meditate  
- go for a walk  
- cuddle with pets  
- take a nap  
- listen to music

- read a book  
- have a movie marathon  
- dance  
- get creative (draw a picture, write a poem)  
- cook a new recipe  
- call a friend to chat

Remember

**Self Care is NOT lazy or selfish,**  
**Self Care IS Healthy,**  
**Self Care IS Important,**  
**Self Care IS Necessary!**
Seniors’ Centre Without Walls...with Rachel

With everyone staying safely at home, the need for social connection has never been greater. Stay social, informed and connected with Seniors Centre Without Walls (SCWW)!

SCWW is a seniors’ centre that you can access from the comfort of home—all you need is a telephone! Using multi-person phone conversations, we offer a wide variety of presentations, brain-stimulating activities, musical events and exciting conversation with peers. It will feel like you’re sitting in a room full of friends, but they are at home... just like you! Best of all, SCWW is completely **free** and you do **not** need to be a member of The Good Companions to participate!

We have a busy **Fall 2020 Program Guide** for you! We are pleased to offer 3 programs per day, Monday-Friday. Join in on the conversation, meet new people and learn a little along the way. Some of our programs this fall include: Cracking the da Vinci Code, Hearing Loss and Aging, Language Club, Sing-a-Long and presentations by the Ottawa Art Gallery.

SCWW is also available in different languages!

The Seniors’ Centre Without Walls program is now being offered in 3 different languages across the region:

For **Cantonese or Mandarin** Contact:

Jessie Jin, The Good Companions
613-236-0428 ext. 2777
*In partnership with Yet Keen Seniors’ Day Centre from Somerset West Community Health Centre

For **French** Contact:

Nadine White
Eastern Ottawa Resource Centre
613-741-6025 ext. 325

**For a full program guide of activities or to register, please contact:**

Rachel Sutcliffe
SCWW Coordinator
rsutcliffe@thegoodcompanions.ca
613-236-0428 ext. 2323
TGC’s COVID-19 Response

As we prepare to reopen our doors, we can’t help but reflect on all of the work we have done since we closed our doors on March 16. For the past five months, The Good Companions has remained committed to providing supports to vulnerable seniors and adults with physical disabilities while ensuring we all stayed safely at home. Thanks to the hard work and dedication from staff, volunteers, funders, donors and community partners, we have achieved the following:

- Drives to medical appointments: 144
- Food hampers delivered: 1,663
- Virtual ADP Sessions: 58
- Check in calls made: 13,858
- Online grocery orders placed: 172
- 125 agencies trained to provide SCWW across the province
- Seniors’ Centre Without Walls programs: 333

We are pleased to let you know that Foot Care services will be resuming this Fall!

During these times of uncertainty, The Good Companions is taking every precaution possible to ensure everyone’s safety. Appointments will be available on Thursdays by appointment only.

Upon returning to service, all clients will be required to book a double appointment as per our Foot Care Policy.

We will be contacting clients based on their original appointment times, please bear with us while we make our way through the list.

Due to a shortage of nurses, our regular provider (TiredSole) is not able to provide services. For that reason, we have contracted a different provider in the interim. Rest assured that the quality of the service remains the same. Unfortunately, there will be a temporary increase to the cost of services.

If you have any questions, or would like to book an appointment, please call Reception at 613-236-0428, but please be patient while we return your call, as this will be a busy time for all as we return to the Centre.

Thank you for your understanding, we look forward to seeing you!
Save the date for The Good Companions’ first virtual

Annual General Meeting
Monday, September 21, 2020
3:00pm via Zoom

*Note that this is not an in-person meeting, but will be held virtually, via the free video-conferencing platform Zoom. You can also connect via phone if you do not have access to the Internet.

Steps to connect will be provided upon registration, but if you would like to learn more about how to operate or access Zoom, simply let us know and we would be happy to give you a quick tutorial over the phone.

Documents will be emailed out prior to the meeting. If you would like to receive the documents by mail, please notify us by September 14.

You must register to attend this meeting as the steps to connect will not be made available otherwise.

Please RSVP by Monday, September 14, 2020 via one of the following options:

By phone: (613) 236-0428 ext. 2101
Online: thegoodcompanions.ca
By email: erevell@thegoodcompanions.ca
Adult Day Program...with Penny

The Good Companions Adult Day Program is a therapeutic program for older adults 55+. The program serves frail seniors and adults with physical disabilities or persons with early to mid-stage dementia.

The Adult Day Program is following the guidance of Ottawa Public Health and Ontario Public Health to ensure the well-being of members and volunteers.

We are currently offering two programs per day on our regular program days: Mondays, Wednesdays and Thursdays, over the telephone (DPWW) and virtually via Zoom. We offer one program by telephone and one virtually on those days with the option to call in to the program if you do not have access to the internet.

The Adult Day Program is hosting many familiar programs that we normally run at the centre, such as: Chair Exercise, Non-denominational Chapel Services, Musical Entertainment, Bingo, Sing-A-Longs, Trivia Games & even Birthday Parties!

Our program schedule can be found on The Good Companions’ website:
https://thegoodcompanions.ca/programs-services/adult-day-program/

The ADP Staff are working to support you during these challenging times. Please feel free to reach out and contact us for further information:

Penny Durocher – Day Program Coordinator - Monday to Friday, ext. 2200
Sonia Movrin – Day Program Assistant Coordinator - Monday to Friday, ext. 2190
Afua Okyere – Day Program Assistant - Monday to Friday, ext. 2191
Caitlin Shanahan – Day Program Assistant - Mondays, Wednesdays and Thursdays, ext. 2191
Tahia Khan – Fridays and Saturdays until November 14th, ext. 2191

Ontario Caregiver Organization - You’re there for them. We’re here for you.

If you support someone in need and feel anxious and overwhelmed with your caregiving responsibilities, you’re not alone. The Ontario Caregiver Organization (OCO) exists to support Ontario’s 3.3 million caregivers; ordinary people who provide physical and emotional support to a family member, partner, friend or neighbour. We support caregivers by being their one point of access to information, so they have what they need to be successful in their role. Established in the Spring of 2018, the OCO is an independent non-profit that is funded by the Ministry of Health. The Ontario Caregiver Organization is proud to launch the Ontario Caregiver Helpline. Created in response to extensive research asking caregivers what they need, it provides caregivers with a one-stop resource for information and support. The Ontario Caregiver Helpline is available to all caregivers – regardless of age, diagnosis or where they live in the province – making it the only resource of its kind in Ontario.

If you’re caring for someone and you need support or have care questions, call the 24/7 Ontario Caregiver Helpline: 1-833-416-2273 or use the live chat Mon-Fri from 7am-9pm at ontariocaregiver.ca

For more information about the Adult Day Program, please contact:
Penny Durocher
Adult Day Program Coordinator
613-236-0428 ext. 2200
pdurocher@thegoodcompanions.ca
Fitness Corner...with Ana

Each program session, The Good Companions offers a wide variety of physical activity classes. Our fitness instructors are very passionate and dedicated to teaching our members.

Over the Summer we were happy to provide online fitness classes to help you stay active and safe at home, but it is great being able to get back to our Centre! This Fall we will offer select in-person classes (with some limitations) and Zoom classes will continue to be offered, so that we can accommodate more members.

We have implemented a few safety measures that you will need to follow. For the health and safety of all members, volunteers, clients and staff during the COVID-19 pandemic, you must adhere to all physical distancing and safety measures while at the Centre.

For all programs being held on-site at The Good Companions, you must register for programs within the same cohort. This includes appointments for foot care and lunch reservations. Cohort RED is Monday, Wednesday & Friday. Cohort BLUE is Tuesday and Thursday.

Pay special attention when registering for classes or booking appointments such as lunch time, foot care, etc. For example: If you register for a class on Tuesday, you can only register for other in-person activities on Tuesday and Thursday. You still have the option to attend other classes via Zoom on Monday, Wednesday and Friday.

How to Participate in Zoom Classes

I want to participate in a virtual class– what do I need?
- A computer/tablet/cell phone with access to high speed Internet
- Speakers to be able to hear the instructor
- A webcam (usually built into most laptops, tablets & cell phones) to participate with video

How do I access Physical Activity, Continuing Education and Craft Studio classes via Zoom?
- Check the program guide for a list of classes
- Go to https://zoom.us/join
- Enter the meeting ID you were provided when you registered
- Enter the password you were provided when you registered

What happens when I click the Zoom link?
- The Zoom desktop app will automatically download to your computer when you start or join your first Zoom meeting. You may need to install it– follow the prompts. Then click Join Meeting.
  *Note: You do not need your own Zoom account to participate
- The next time you join a Zoom meeting, the app will automatically launch. Click on Open Zoom Meeting to join the class.

Can I use Zoom on my mobile device?
- Yes! You will need to download the appropriate mobile app, from either the Apple Store or the Google Play store, depending on your device

If you want to learn more about using Zoom, visit the FAQ section on their website:
https://support.zoom.us/hc/en-us/articles/206175806-Top-Questions

Ana Valença
Day Centre Coordinator
613-236-0428 ext. 2150
avalenca@thegoodcompanions.ca
# September 2020

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<td>28 Baked Fish</td>
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<tr>
<td>Chicken Breast Santa Fe</td>
<td>Seafood Newburg</td>
<td>Hamburg Steak</td>
<td>Coq au Vin</td>
<td>Baked Ham</td>
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**November 2020**

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<thead>
<tr>
<th>MONDAY</th>
<th>TUESDAY</th>
<th>WEDNESDAY</th>
<th>THURSDAY</th>
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<tr>
<td>Veal with Mushrooms</td>
<td>Turkey Schnitzel</td>
<td>Chicken Leg</td>
<td>Pork Chop</td>
<td>Beef, Macaroni &amp; Tomatoes</td>
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<tr>
<td>Chicken Cutlet</td>
<td>Fish Cakes</td>
<td>Centre Closed for Remembrance Day</td>
<td>Ham &amp; Cheese Casserole</td>
<td>Roast Turkey</td>
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<td>Beef Ravioli</td>
<td>Chicken Breast</td>
<td>Meatballs</td>
<td>Turkey Burger</td>
<td>Ham Steak</td>
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<tr>
<td>Bangers &amp; Mash</td>
<td>Chicken Stir Fry</td>
<td>Lemon Pepper Sole</td>
<td>Salisbury Steak</td>
<td>Chicken Kabob</td>
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<td>Chicken Drumsticks</td>
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**Centre Open**

9am - 3pm

**Attendance at the Centre is by pre-registration only, including lunch.**

Please call Reception to register: 613-236-0428
**Reopening FAQs**

**When does The Good Companions reopen to members?**
The Good Companions will hold a ‘soft’ reopen beginning September 15, hours are as follows:

- Tuesday, September 15 & Thursday, September 17 10am-2pm
- Monday, September 21; Wednesday, September 23 & Friday, September 25 10am-2pm
- Monday, September 28—Friday, October 2 10am-2pm

Beginning Monday, October 5, The Good Companions will be open Monday-Friday 9am-3pm.

**Can I come to the Centre anytime?**
No, you **must** pre-register to attend the Centre, even if you are only coming for lunch. If you are registered for a class or have a scheduled appointment (i.e. foot care), you do not need to pre-register. **There will be no drop-ins permitted.**

**How do I pre-register to attend the Centre?**
To pre-register, you must call Reception at 613-236-0428 up to 48 hours prior to attending the Centre. For example, if you wish to attend the Centre on Wednesday, September 23, you may call beginning Monday, September 21. Please leave a message if your call is not answered. We will return your call as soon as possible.

**Can I come to the Centre any day of the week?**
No. Both the staff team and members alike will return to the Centre in cohorts. Cohort **RED** will come to the Centre on **Monday, Wednesday and Friday.** Cohort **BLUE** will come to the Centre on **Tuesday and Thursday.** This means that if you register for an in-person class on Mondays, **you may only come to the Centre on Mondays, Wednesdays, and Fridays.** Please note that this applies to Foot Care as well, which will only be offered on Thursdays at this time.

**How many people can be in the Centre at once?**
Currently we are limited to 50 members per day in the Centre, not including staff or volunteers. This number may change as public health guidance allows.

**Do I have to wear a mask while I am at the Centre?**
Yes. You must wear a mask at all times while you are in the Centre, with the exception of during physical activity or while eating, however you **must** remain physically distanced. Please let us know if you require a mask.

**Can I have lunch at any time?**
Lunch will be offered in two seatings– the first seating will be from 11am until 12pm, and the second seating will be from 12:30pm until 1:30pm to allow for sanitizing of the tables. Please note that you must pre-register for lunch as there is limited seating to allow for physical distancing.
Useful Resources

General Information
◊ **Ontario 211** is a free helpline that connects you to community and social services in your area, 24 hours a day, 365 days a year, in 150 different languages. **Dial 211** on your phone or visit [https://211ontario.ca](https://211ontario.ca)

◊ The **Council on Aging of Ottawa** serves as a leading community voice for Ottawa’s seniors in both official languages: **(613) 789-3577** or [https://coaottawa.ca/special-covid-19-updates/](https://coaottawa.ca/special-covid-19-updates/)

COVID-19 Information
◊ **Ottawa Public Health** can be reached by phone at **(613) 580-6744** or online: [https://www.ottawapublichealth.ca/en/index.aspx](https://www.ottawapublichealth.ca/en/index.aspx)


Health & Wellness Resources
◊ **Telehealth Ontario** is a free, confidential service you can call to get health advice or information. A registered nurse will take your call 24 hours a day, seven days a week: **1-866-797-0000**

◊ **The Distress Centre of Ottawa and Region** is your local connection to mental health support and resources 24 hours/day, 365 days/year: **(613) 238-3311** or [https://www.dcottawa.on.ca/](https://www.dcottawa.on.ca/)

◊ **Counselling Connect** provides free access to a same-day or next-day phone or video counselling session. This service is for children, youth, adults and families in Ottawa and the surrounding area. There is no waiting list: **(613) 416-9944** or [https://www.counsellingconnect.org/](https://www.counsellingconnect.org/)
Useful Resources

Older Adults, Adults with Disabilities and Caregivers
◊ Online referral site specific to COVID-19 response for Community Support Services across Eastern Ontario http://communitysupport.covidresponse.ca/

◊ Ontario Caregiver Helpline provides caregivers with a one-stop resource for information and support: 1-833-416-2273 (CARE)

◊ Elder Abuse Prevention Senior Safety Phone Line: (613) 1-866-299-1011 or http://www.eapon.ca/what-is-elder-abuse/help-for-seniors/

◊ Dementia Society of Ottawa and Renfrew County offers a variety of services to support your unique needs, including referrals, caregiver support, and social and recreational programs: (613) 523-4004 or https://dementiahelp.ca/

Social and Recreational Resources
◊ Seniors’ Centre Without Walls is a free telephone program for seniors: (613) 236-0428 or https://thegoodcompanions.ca/programs-services/seniors-centre-without-walls/

◊ A Friendly Voice is a telephone friendly visiting line for seniors: (613) 692-9992 or https://www.afriendlyvoice.ca/

◊ Connected Canadians connects older adults with technology training and support: (613) 699-7896 or https://www.connectedcanadians.ca/

Food Security
◊ Bag Half Full YOW is a free grocery delivery service during the COVID-19 pandemic operated by medical students from the University of Ottawa, serving the sick, elderly, self-isolating, and immunocompromised with limited ability to go out for groceries. There is no delivery or service fee. Payment for groceries is made via e-transfer, cash or cheque. Groceries are generally delivered within 48 hours of receipt of the form: (613) 863-5598 or (613) 558-0229 or https://www.baghalffull.com

◊ To support pet owners who may be experiencing financial hardship during the pandemic, the Ottawa Humane Society is offering a drive-thru emergency pet food bank. Appointments are required, clients can request an appointment online (preferred) www.ottawahumane.ca/covid or by calling 613-725-3166 ext. 221
For more information about how you can request documents and publications in various accessible formats, share your unique accessibility needs, or provide feedback on how TGC is fulfilling its AODA (Accessibility for Ontarians with Disabilities Act) requirements, please visit our website at:

http://www.thegoodcompanions.ca/facility/accessibility/

You may also seek information in the following ways:

In Person: The Good Companions (670 Albert Street, Ottawa ON)

By Telephone: 613 236-0428 x 2290 (Monique Doolittle-Romas - Executive Director)

By E-mail: info@thegoodcompanions.ca

By Mail: Accessibility - The Good Companions
670 Albert Street
Ottawa, Ontario
K1R 6L2