

Dear PWA Community,

I hope you are all doing safe and well. Now that the Ontario government has approved the City of Toronto to move to Phase 2 of re-opening, I wanted to provide an update on what this means for PWA.

Our first and foremost priority remains supporting the health and well-being of PHAs, volunteers and staff. With this as our priority, we will be closely following public health guidelines and gradually re-opening our services. Officially, we will start our re-opening process on Monday, July 13<sup>th</sup>.

Here are the changes that will start on Monday, July 13<sup>th</sup>:

- New Office Hours:
  - We will have new hours for when we are open to the public: Mondays 12pm-4pm, Tuesdays: CLOSED, Wednesday: 12-4, Thursday: 12-4 and Friday: 12-4pm.
  - Please note, staff will continue to be available via phone and email everyday from 10am -6pm.
- Essentials Market on the 1<sup>st</sup> floor:
  - People can continue to access the Essentials Market weekly;
  - Instead of coming to PWA's 2<sup>nd</sup> floor, people will go to the first floor, the 194 Gerrard St entrance, to access the Essentials Market.
- One-on-one appointments will be available on the 2<sup>nd</sup> floor:
  - All Programs and Services staff will be back in the office and available to meet with people 1-1 on PWA's 2<sup>nd</sup> floor during the Essentials Market public hours: Mondays 12pm-4pm, Tuesdays: CLOSED, Wednesday: 12-4, Thursday: 12-4 and Friday: 12-4pm.
  - 1-1 meetings with staff will need to be by appointment only in order to follow public health guidelines. You can either call/email the staff you want to meet or call Reception to be booked into an appointment;
  - When people arrive on the 2<sup>nd</sup> floor, they will be given a mask to wear and will asked to use hand sanitizer;
  - Limited seating in Reception will be provided, but spaced 2 meters apart for physical distancing;
  - 1-1 meetings with staff will take place in our board room and activity centre to allow plenty of space for physical distancing - these rooms will be disinfected after every appointment;
  - Anyone who is sick or has been exposed to someone to COVID-19 will be asked to stay home and call/email the staff they want to speak to;
  - Programs and Services staff will continue to be available via phone and email everyday from 10am -6pm;

Additionally, we all know that people have been waiting for haircuts to restart!

- Haircuts will resume on Thurs, July 16<sup>th</sup> on the 2<sup>nd</sup> floor:

- Our volunteer hair stylists will be offering free haircuts every Thursday starting July 16<sup>th</sup>;
- Our hair stylists and staff have completed the Covid training required for all hair stylists and so know how to offer haircuts following public health guidelines;
- Haircuts will be offered by appointments only - a recommendation from public health guidelines;
- You can sign up for a haircut appointment starting on Monday, July 6<sup>th</sup> by calling or emailing Chris Godi at [cgodi@pwatoronto.org](mailto:cgodi@pwatoronto.org) or at (416) 506-1400 ext. 204;
- Anyone feeling sick or who has been exposed to someone with COVID-19 will be asked to stay home and not come in for their haircut appointment.

We look forward to re-opening our services safely and gradually. We do ask for your patience on the first few days after July 13<sup>th</sup> as we continue to learn the best way to deliver services safely and efficiently. Please don't hesitate to let us know if you have any questions, concerns or comments.

Thank you!

Suzanne Paddock  
Executive Director

**PWA (Toronto People With AIDS Foundation)**

200 Gerrard St. E., 2<sup>nd</sup> Floor | Toronto, ON M5A 2E6 | t: 416.506.1400 ext.  
204 | [www.pwatoronto.org](http://www.pwatoronto.org)