



Addiction & Mental Health Services | services de lutte contre les dépendances et de santé mentale
Kingston Frontenac Lennox & Addington

Memo/Note

Date March 26, 2020
To Health Service Partners
From AMHS-KFLA Leadership
Subject COVID-19 Precautions - Care Continues with Service Delivery Modifications

Care Continues

The AMHS-KFLA Management Team continues to work diligently to support the well-being of staff, clients and our broader community while ensuring continuity of client care in this challenging time. To enable ongoing access to all of our services, essential to the care of clients, the Agency has taken COVID-19 precautionary measures through implementing temporary service delivery modifications.

These modifications have been specific to how programs and services are accessed on-site and remotely. Please note the following updates in supplement to the service flow graphic embedded.

Service Delivery Modifications

The following services are provided off-site:

- Client referrals continue to be accepted and are conducted over the phone. Partners are invited to use our [online professional referral form](#), as well as usual channels, to submit a referral.
- The main office reception lines remain open and functional during usual business hours.
- Crisis Services continue (mobile services, 24/7 Crisis Line, etc.), with the exception of walk-in crisis services.
- Assertive Community Treatment Teams (ACTT) continue.
- All clients maintain access to staff. Care appointments for the following services are provided remotely (e.g., by phone, OTN, etc.) to support social distancing:
 - Addictions
 - Counselling and Treatment
 - Case Management
 - Justice Services

Staff continue to provide on-site care for the:

- Regional Safe Bed Program (operating 24/7 as normal), and
- Residential Housing Programs.

Office Access

- Napanee and Kingston offices are closed to the public and all groups have been put on hold.
- Clients with booked appointments deemed clinically necessary for on-site appointments continue. Both clients arriving for these scheduled appointments, and staff on-site are screened for COVID-19 on arrival.

Operational Updates & Communications

Our Management Team briefs multiple times a day to ensure our care protocols are responsive to situational factors. We are operating in accordance with expectations and involved in ongoing consultation with partner agencies locally and provincially to ensure alignment as appropriate.

We continue to collaborate on opportunities to support critical system access and flow in the region and have been asked by the City of Kingston to take the lead on opening a Self-Isolation Centre to support individuals experiencing homelessness. Great progress on this initiative is underway with partner agencies involved and a separate communication will be provided shortly with more information about the Centre.

Additionally, we are very pleased to share that our Management Team has grown with the addition of Sean Preston and Jennifer Savage as Program Managers, and in early April we welcome Betty Jo Dean, as the Agency's Director of Operations.

Please reach out if you have questions or submit them to communications@amhs-kfla.ca. Additionally, a high level update to the public and partners is accessible on our website [here](#).



COVID-19 Service Delivery Modifications

Housing	ACTT	Crisis	Case Management & Justice	Counselling & Treatment and Addictions	Intake
<p>Staffing</p> <ul style="list-style-type: none"> Reduced on site staffing, some staff working from home Housing Case Managers provide basic need support to AMHS-KFLA homes <p>Service Delivery</p> <ul style="list-style-type: none"> Direct client care continues in CI Housing and THRP New intakes closed Housing Case Managers 	<p>Staffing</p> <ul style="list-style-type: none"> Full team coverage including on site and community psychiatry <p>Service Delivery</p> <ul style="list-style-type: none"> Only priority home/community visits All medication delivery continues Phone/OTN appointments as possible Intakes accepted only if necessary 	<p>Staffing</p> <ul style="list-style-type: none"> Full team coverage in office, Safe Bed and MCRRT <p>Service Delivery</p> <ul style="list-style-type: none"> No walk-in service 24/7 Crisis Line available Crisis Psychiatry by phone or OTN Safe Bed and MCRRT operate as normal 	<p>Staffing</p> <ul style="list-style-type: none"> Staff providing support remotely, working from home <p>Service Delivery</p> <ul style="list-style-type: none"> Services, including Case Management psychiatry are provided by phone or OTN 	<p>Staffing</p> <ul style="list-style-type: none"> Staff providing support remotely, working from home <p>Service Delivery</p> <ul style="list-style-type: none"> Services, including check-ins to structured group participants are provided by phone or OTN 	<p>Staffing</p> <ul style="list-style-type: none"> Staff providing support remotely, working from home <p>Service Delivery</p> <ul style="list-style-type: none"> Intakes provided by phone or OTN

Purple text denotes direct ED Diversion and bed flow efforts