



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

Memo/Note

Date July 10, 2020
To Health Service Partners
From AMHS-KFLA Leadership
Subject Partner Update: Welcoming Bruce Swan & COVID-19 Service Updates

We are pleased to welcome Bruce Swan to the AMHS-KFLA team as our new Supervisor; he formally commenced his duties on July 2nd. Much positive change has happened at AMHS-KFLA centered around one core aim – to establish high quality, timely access to services and supports for clients. Bruce will be continuing to move AMHS-KFLA forward, building on the work that was completed by previous Supervisor, Karen Berti.

Key areas of focus for Bruce in his time with AMHS-KFLA include:

- Providing oversight and direction to internal operations, working closely with the agency's Senior Leadership including Carol Ravnaas, Director, Client Services and Betty Jo Dean, Director of Operations.
- Continued support of the AMHS-KFLA Management Team in providing client-focused programs and services and sharing his coaching and mentoring expertise with agency leaders.
- Exploring opportunities and continuing to build relationships with our valued community care partners in addictions and mental health.
- Supporting development and implementation of the go forward governance of AMHS-KFLA.

The AMHS-KFLA care team continues to be an incredible asset to cross-sector partner initiatives, and we look forward to continued work with our partners in supporting a responsive network of care in our region.

COVID-19 Service Delivery

COVID-19 has impacted mental health of the broader community we serve and has shifted the ways in which some of our clients access our services. The AMHS-KFLA Management Team continues to work diligently to support the well-being of staff, clients and our community while ensuring continuity of client care in this challenging time.

At AMHS-KFLA, we strive to provide accessible, flexible, integrated services in safe welcoming environments. During the pandemic period, a “virtual” care environment has been created to support delivery of services to some our clients while assisting in keeping our community safe. This service innovation has changed the way we interact with our clients and will likely be a part of our service delivery model for the foreseeable future.

As shared, AMHS-KFLA services continue to be accessible, including in-person services where needed to support client needs and care. Modifications were made specific to how programs and services are accessed on-site and remotely.

44% of our in-person client interactions within community-based programs have shifted to remote service delivery, leading to a 64% increase in virtual care

The following provides a high-level overview of service delivery modifications in complement to the embedded service flow graphic.

Care Continues – Service Delivery Modifications

Staff continue to provide services, supporting remotely and virtually to support a number of services and functions:

- Referrals to our programs 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 phone 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.
- All clients maintain access to staff. Care appointments for the following services are provided remotely (e.g., by phone, OTN, etc.) to support physical distancing:
 - Addictions (A selection of support groups, including Day Treatment and Relapse Prevention are occurring virtually and accepting referrals)
 - Counselling & Treatment
 - Case Management
 - Justice Services

Staff continue to provide on-site and/or in-person community-based care to support a number of core programs:

- Regional Safe Bed Program operates 24/7 as normal;
- Residential Housing Programs including Comprehensive Integrated (CI) Housing, Alternate Level of Care (ALC) Services and Transitional Rehabilitative Housing Program (THRP) remain open and operating as usual;
- Assertive Community Treatment Teams (ACTT) services continue to offer face-to-face supports;
- Mobile Crisis response continues routine operations, the Mobile Crisis Rapid Response Team (MCRRT) partnership with Kingston Police also operates as normal;
- Case Management, Counselling and Treatment and Addictions clients are supported with in-person interventions where needed to prevent and/or address crisis situations;

- Outreach Teams, in collaboration with Home Base Housing, continue to connect in-person with those most vulnerable in our community.

Office Access

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

Connect with Us

AMHS-KFLA is inspired by the strength of our relationships and unwavering focus on the well-being of some of our most vulnerable community members.

Should you have questions about our services, please connect through communications@amhs-kfla.ca and access past partner memos [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"> Full team coverage on site 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, ALC and THRP Intakes open with enhanced criteria 	<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 	<p>Staffing</p> <ul style="list-style-type: none"> Full staff coverage for Crisis, Safe Bed and MCRRT <p>Service Delivery</p> <ul style="list-style-type: none"> No walk-in service 24/7 Crisis Line available Mobile Crisis response in-person 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. Case Management clients will be supported in person as needed to prevent or address crisis situations. Community Outreach for those experiencing Homelessness during COVID-19 <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. Addictions clients in crisis will be supported in person to prevent or address crisis situations. <p>Service Delivery</p> <ul style="list-style-type: none"> Services, including some support groups are provided by phone or virtually Up to 3 sessions of Counselling available for anxiety/depression by referral via Crisis/ED/partner agencies 	<p>Staffing</p> <ul style="list-style-type: none"> Staff providing support remotely <p>Service Delivery</p> <ul style="list-style-type: none"> Intakes/referrals accepted, and are provided by phone or OTN.

Purple text denotes direct ED Diversion and bed flow efforts