



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

Memo/Note

Date August 26, 2020
To Health Service Partners
From AMHS-KFLA Leadership
Subject Partner Update: COVID-19 Service Updates & Connecting with Our Team

COVID-19 Service Delivery Update

AMHS-KFLA services are all fully open and remain accessible, including in-person services where needed to support client needs and care.

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.

During the pandemic period, a “virtual” care environment has also been created to support delivery of services to some 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.

Services Continue: Staff and Services Remain Accessible to Clients and Partners

- Main 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.
- As shared, 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.
- Care appointments for the following services are provided remotely (e.g., by phone, OTN, etc.) or in-person in the community to better support physical distancing and support or prevent crisis situations:
 - Counselling & Treatment
 - Case Management
 - Justice Services (community-based, in-person supports available)
- All residential housing programs including Regional Safe Bed, Comprehensive Integrated (CI) Housing, Alternate Level of Care (ALC) Services and the 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;

- Outreach Teams, in collaboration with Home Base Housing, continue to connect in-person with those most vulnerable in our community, including providing support at the new Integrated Services Hub in Kingston.

Restoring Access to On-Site, In-Person Services: A Phased Approach

In alignment with the Province of Ontario's phased re-opening plans, AMHS-KFLA has begun to gradually restore our on-site, in-person services.

In preparation for this, we have developed a number of policies and protocols, made adjustments to our physical spaces and obtained additional PPE and cleaning supplies to support our safe return to increased in-person services.

We will continue to offer virtual care to clients where appropriate and effective and have begun a phased approach to reopening agency offices, effective August 17th.

As part of this first phase:

- Our site at 70 Dundas St. in Napanee offers on site, in person services by appointment.
- Our 107 Wellington St. location in Kingston offers on site, in person services by appointment to Addictions clients.

Screening and other processes to support staff and client safety will be in place at all agency locations.

Plans are underway to support the safe reopening of our other sites in Kingston, Sharbot Lake, Verona and Amherstview, with more information to be shared as timelines are confirmed.

We continue to collaborate with local and regional health partners to ensure our processes are in alignment with the latest recommendations, including the ability to return quickly to our previous state of service delivery modifications should the need arise and there is a shift to the broader provincial or regional cross-sector reopening plans.

Support Groups: Creating New Pathways to Accessing Support

In-person support groups remain on hold, however note:

- Some groups, including Day Treatment and Relapse Prevention, are now being offered in a virtual care environment.
- The [Understanding Addiction support group is available via our website](#) as a self-guided program, with associated worksheets. Visit our website to learn more about this program and access the videos and other resources.

Included for your reference at the end of this document is an updated map of our Service Delivery Modifications to reflect our first phase of reopening.

Moving Forward Together: Connecting with our Team

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.

As shared, Bruce Swan, agency Supervisor remains focused on a number of key areas in his time with AMHS-KFLA, including:

- 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.
- Supporting development and implementation of the go forward governance of AMHS-KFLA.

Connect with Us

Included for your reference as a separate document is an updated listing of our clinical management team as well as their relevant portfolios and contact details.

We look forward to exploring opportunities and continuing to build relationships with our valued community care partners in addictions and mental health.

Should you have general questions about our services or wish to add someone to our partner distribution list, please connect through communications@amhs-kfla.ca and access past partner memos [here](#).



COVID-19 Service Delivery Modifications As of August 17th

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 team 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"> Full team coverage. Staff providing a mix of community-based and remote supports <p>Service Delivery</p> <ul style="list-style-type: none"> Services are provided in person, or virtually by phone or OTN based on client needs/preferences Case Management Psychiatry available via phone or OTN 	<p>Staffing</p> <ul style="list-style-type: none"> Full team coverage. Staff providing a mix of in-office, community-based and virtual support. <p>Service Delivery</p> <ul style="list-style-type: none"> In-office appointments available in Napanee & Kingston Some services, including some support groups offered 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 continue to be accepted and are provided by phone or OTN. Online partner referral form and other referral pathways remain available

Purple text denotes direct ED Diversion and bed flow efforts