



## SERVICE UPDATES DURING COVID-19

### **And other Mental Health & Addictions Services within Huron and Perth & Area Version 2 – April 9 2020**

#### **TO COMMUNITY PROFESSIONALS IN HURON & PERTH**

It is important that everyone in the community know that **MENTAL HEALTH & ADDICTIONS SERVICES are OPEN FOR BUSINESS**. While the physical buildings may be closed, local agencies are continuing to provide services and supports.

Here is a snapshot of the **Mental Health & Addiction Services** that are provided by Alliance members and other community organizations. All of these partners are playing a vital role to support existing clients and respond to new requests for service in order to meet the mental health and addiction needs within the community. These efforts will also help to divert from Hospital Emergency Departments and reduce pressure on the Huron Perth Helpline & Crisis Response Team.

#### **Huron Perth Addiction & Mental Health Alliance Members:**

##### **Members of the Alliance work closely together to coordinate services:**

**AMGH - Community Psychiatric Service** -to reduce the stigma of accessing mental health support we are changing our name to **Huron Community Mental Health Services**. We continue to provide support via telephone or video conferencing. Our psychiatrists are also connecting via telephone or video conferencing. For Service please call: **519 524 8316 ext. 5750**

**Choices for Change** remains open but has moved to providing services via phone or video conference. We are taking new referrals, so please call **1-877-218-0077** to speak to someone and make an appointment. The Addiction Medicine Clinics with Dr. Datema are open but the Huron clinic has been temporarily moved to Goderich on Wednesdays and Monday and Thursday in Stratford. Clients are screened for COVID 19 symptoms and are encouraged to practice social distancing while at the clinics. The Phoenix Centre is closed but support is being provided to the participants by the Peer Support staff.

**CMHA –Huron-Perth** CMHA's after-hours response line continues to be available (519 274 2848). Visitors will be encouraged to telephone rather than visit the office.

- If a case manager responds in person to a client situation, symptom screening will take place. The response by CMHA staff may not be the assigned case manager. It is recognized that each staff member has unique circumstances which may limit who may respond when a face to face contact is required.
- **Toll-Free: 1-888-875-2944, 0 for reception**

**CMHA Middlesex** serving Exeter and Goderich We are changing the way we provide services, but we are still here to support! For the safety of staff, participants and the community, we are offering non-essential services by phone and email. For intake and non-emergency mental health information, call **519-235-0335**. For updates on our programs and services, visit [www.cmhamiddlesex.ca](http://www.cmhamiddlesex.ca).

**Huron Perth Health Care Alliance – Mental Health Services Contact: 519-272-8210 Ext. 2205** 0830-1630 hours, Monday-Friday; **Mental Health Outpatient services** have modified a number of services during COVID-19 in order to keep staff and clients safe:

Essential services that will continue, include:

1. LAI administration
2. Clozapine bloodwork
3. Clinically urgent 1:1 counselling

Essential services outlined above will be relocated from SSU to W1-300 effective March 23<sup>rd</sup>, 2020.

Routine intakes for Outpatient and Community Mental Health Services:

- **Self-referrals:** Central Intake Clinician to triage patient over phone and assess clinical urgency and link to appropriate level of service response (e.g. SATP, ED, PEPP, ICM, SMH, HPHCRT)
- **NP/MD referrals:** Central Intake Clinician to triage referral and assess clinical urgency and link urgent referrals with HPHCRT for assessment or other clinical program, if relevant. Central Intake Clinician will send a standardized memo to the referral source.
- **1-1 Counselling** for non-urgent – clinicians are providing phone sessions

All **non-essential, in-person** clinical services are suspended until further notice, including: All groups offered through Mental Health services, EMDR, Neurofeedback, Drives/rides for clients; referrals for group services are being placed on waiting list.

**Huron-Perth Centre for Children and Youth** - HPC remains open for business via phone during regular business hours – Monday – Friday 9am – 5pm. For Services contact any one of our offices:

CLINTON OFFICE  
Phone 519-482-3931  
Text 719-3134

STRATFORD OFFICE  
Phone 519-273-3373  
Text 719-2350

LISTOWEL OFFICE  
Phone 519-291-1088  
Text 719-3766

**Huron Perth Helpline & Crisis Response Team – for 24/7 Service - Call the helpline 1-888-829-7484 for immediate mental health and/or addiction support.**

## **Other Service Providers that offer Mental Health & Addiction Services:**

**Family Health Teams & Community Health Centres** – All of the providers in our primary care clinics are providing mental health services by phone. This includes mental health counselors, physicians, and nurses. Please contact your local primary care clinic for information between 9:00 am and 5:00 pm.

**School-based Services** – these services are provided by a number of community partners remain available to meet the needs of students and their families by phone as per usual. Each School maintains a listing of the services available to their students.

**Family Services Perth-Huron** – open for counselling and supports by phone. Call 519-273-1020 or 1-800-268-0903.

Please see website [www.familyservicesperth-huron.ca](http://www.familyservicesperth-huron.ca) for available resources.

**Optimism Place (Perth)** – “Open & Operational” – for all services contact **519-271-5550**

- Expanded Outreach Services by phone and video conferencing when it safe to do so
- Shelter Services remain open with added cleaning & social distancing practices to ensure staff and residents’ safety

**Emily Murphy Centre** – The doors are locked to all visitors and the staff are working remotely. Counselling and support calls can be done via phone or skype. The office phone lines are forwarded to a cell phone that is monitored during business hours and beyond. There are no visitors allowed at EMC at this time. For service inquiries and donations can be accepted by calling **519-273-7350**. We are working closely with Optimism Place to ensure that both agencies have what they need and can keep women and families safe.

The **Supervised Access Programs of Perth and Huron** are currently closed in all five locations but we are working on developing procedures for allowing virtual visits between families. We hope to have that up and running by next week. Contact **519-508-6101**

Visit our Facebook page for updates on services. [https://www.facebook.com/The-Emily-Murphy-Centre-121347671212001/?ref=aymt\\_homepage\\_panel&eid=ARAOiXYy82Xri-GwmWqBU2PGiFjR8TWXge4ltg8qzRMLQ0Hjnif3eRNaky8Dmg3Arp0m0tcS6bA4FZKm](https://www.facebook.com/The-Emily-Murphy-Centre-121347671212001/?ref=aymt_homepage_panel&eid=ARAOiXYy82Xri-GwmWqBU2PGiFjR8TWXge4ltg8qzRMLQ0Hjnif3eRNaky8Dmg3Arp0m0tcS6bA4FZKm)

**Huron Women’s Shelter** - The Shelter is committed to ensuring women and their families have access to support, services and advocacy. We recognize that for the duration of the pandemic, violence may elevate and access to usual supports throughout the community may be disrupted.

### **Shelter Services**

- The shelter is open and offering residential support to women at high risk because of gender based violence, as well as the 24-hour help line available to anyone in need.
- All services will be offered via telephone, video conferencing or email.
- Regular visits by community partners or any nonessential visitor has been postponed through the duration of the pandemic.

### **Second Stage Housing (SSH) Sites**

- All second stage sites of the Shelter (Exeter, Clinton, and Goderich) are closed to visitors however we continue to support residents via email, phone and video conferencing.
- An empty unit at SSH has been designated as an emergency quarantine unit if needed.
- Call the 24 Hour Support and Information Line: **1.800.265.5506 or 519-524-6245**