

Changes to Community Mental Health and Addictions Services Amidst COVID-19 Pandemic



**Canadian Mental
Health Association**
Haliburton, Kawartha, Pine Ridge
Mental health for all

PRHC
Peterborough Regional
Health Centre

The logo for Fourcast features a stylized blue and yellow wave or 'S' shape above the word 'FOURCAST' in blue capital letters.



Peterborough
FAMILY HEALTH TEAM

April 3, 2020

Peterborough Regional Health Centre (PRHC)'s Mental Health and Addictions Services:

- **Crisis Unit** - The Crisis Response Unit in the Emergency Department is still operational. Visitors are limited with the exception of patients under 18 who are allowed one visitor. Screening is conducted at triage and patients who screen positive will be placed in a COVID assessment area.
- **Outpatients** - Group therapies are all suspended. All other outpatient services have moved to telephone/OTN except for those who do not have phone/computer, and those requiring injections and blood work. Patients can still see their therapist/psychiatrist by phone/OTN but we are trying to defer non-urgent cases.
- **Urgent care** - We are prioritizing urgent cases throughout our outpatient services. We have now launched a "virtual walk-in" mental health clinic to act as an ED diversion strategy. Injection clinic clients can receive their injections at PRHC (at a location near the main entrance) and at home for patients unable to come to the hospital. LYNX injections are being given at CMHA.
- **RAAM Clinic** - Continues to operate as per its normal schedule for new patients and patients without a phone. All follow ups are being done by phone where possible.

Peterborough Family Health Team:

- The Virtual Care Clinic remains open
- Lakefield Clinic currently closed
- Mental Health Clinicians still seeing patients virtually
- Groups suspended temporarily

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Canadian Mental Health Association Haliburton, Kawartha, Pine Ridge (CMHA HKPR):

- Intake and Referrals – Intake forms are available on our website, all intake and referral is completed over the phone.
- Case Management Services – Phone support will be provided and face-to-face visits will be completed as necessary.
- Ontario Telemedicine Network – services will be provided virtually or, if necessary, we will provide onsite supports by appointment.
- Community Treatment Orders – Medication administration services will continue.
- Personal Computer Video Conferencing – Psychiatry only, essential clients will receive phone check-ins.
- Lynx Early Psychosis Intervention – Clients will be supported by phone, face-to-face visits only when necessary, for example: to attend medical appointments for injections.
- Trustee – Face-to-face meetings only by set appointment in Kawartha Lakes on Thursdays and in Peterborough on Mondays, Tuesdays and Fridays.
- Housing – No face-to-face visits with clients, phone supports will continue, as will weekly grocery and medication deliveries.
- Justice/Court Supports – Support will be provided by phone, face-to-face as necessary.
- Peer/Employment – Peer-to-peer work will be done over the phone.
- Mobile Crisis Intervention Team – Phone support and face-to-face visits with police as necessary.
- Dual Diagnosis – Clients will receive support by phone and face-to-face for medication administration.
- Dual Diagnosis Collaborative Consultation Program – Support will be provided via OTN and over the phone.
- Gender Journeys – providing groups virtually and one-on-one peer support over the phone for individuals, families, partners and youth.
- Crisis Intervention Services – 24/7 phone response, with two to four staff responding. No mobile visits or Safe Beds admissions until further notice.

Contact Information:

Kawartha Lakes Site: 1-705-328-2704

Water Street Site: 1-705-748-6687

George Street Site: 1-705-748-6711

Toll-Free Four County Crisis Support: 1-866-995-9933

www.cmhahkpr.ca

FourCast:

- All addiction treatment services (office based) remain open to active and new clients by phone. This also includes community withdrawal management.
- Community outreach programs such as RAAM, Court, Crisis, Opiate Case Management, Hospital to Homes accepting new clients and maintain services for active clients by phone or in community visits where necessary.
- Supportive Housing programs continuing visits and supports (visits done outside units) and phone contact supports.