



Canadian Mental Health Association
Haliburton • Kawartha • Pine Ridge

Advancing Towards a New Normal: Service Provision Adjustments

July 17, 2020

In accordance with social distancing measures outlined by public health agencies, the Canadian Mental Health Association Haliburton, Kawartha, Pine Ridge (C.M.H.A. H.K.P.R.) has altered service delivery to protect public health and safety, pivoting services and information sharing to virtual or other means so individuals in need of mental health and addictions supports can continue to get the help they need.

Through this communication, we hope to provide an update regarding our current service provision as well as how this will evolve as restrictions are eased and lifted. However, we would first like to provide an overview of current precautions in force throughout the organization including those pertaining to clients.

Current Organization-Wide Precautions

Here is an overview of the steps staff are taking to reduce the risk of spreading COVID-19:

- Physical distancing and frequent handwashing/sanitizing
- Working in the office only when necessary and scheduling office time to avoid overcrowding
- Using personal protective equipment provided by the organization, including masks
- Using a screening tool prior to **any** face-to-face meeting with clients to evaluate risk level

Clients are being asked to be forthright if they are experiencing any COVID-19 symptoms, to wear a mask for meetings with their workers and to practice physical distancing and frequent handwashing.

We have also provided signage to assist clients in understanding the new procedures for face-to-face meetings.

Program-specific Service Provision

Crisis Intervention, Safe Beds, Short-Term Case Management

Current Service Provision

The 4CC Crisis Line has been fully operational during the first quarter of this fiscal year and the COVID-19 pandemic. Mobile visits have been discontinued in order to reduce the risk to the crisis team, which would jeopardize operation of the Crisis Line. Short Term Case Management has been operational during this period with an emphasis on phone-based and virtual support. Case Managers have continued to meet with clients in the community where necessary, following strict Infection Prevention and Control guidelines. The Safe Beds Facility has been closed since Ontario declared a State of Emergency.

New Normal Service Provision

The 4CC Crisis Line will continue to be fully operational.

Mobile visits resumed July 4 in a reduced capacity following strict guidelines. We will not be transporting clients in company or staff vehicles at this time.

We are taking steps to modify our Safe Beds facility and our operations to begin to safely resume this service. We will be reducing our capacity down from six to three or four beds. Our projected timeline is late July/early August of 2020.

Crisis Line: 705-745-6484 or 1-866-995-9933

Contact: Jeff Cadence, Manager | jcadence@cmhahkpr.ca | 705-745-6484 ext. 3014

Early Psychosis Intervention/Lynx

Current Service Provision

Early Psychosis Intervention (EPI) continues to accept referrals and provide individual support either virtually or in-person as can be safely done with physical distancing and/or personal protective equipment as needed. Group programming (i.e. Family Support, Journeying Together, Peer Support Groups) have resumed with the same provisions as mentioned above. We continue to ensure our services can be delivered as needed in light of any provincially mandated restrictions (i.e. group sizes in public spaces) and in partnership with our various community partners with whom we share work space.

New Normal Service Provision

Small (currently less than 10 people) face-to-face group programming (Peer and Family Groups as well as small social/recreational programming) will be offered where facilities permit (outdoor or indoor) and where physical distancing can be maintained. Virtual groups are slowly being rolled out when possible.

Contact: David Haw, Manager
dhaw@cmhahkpr.ca
705-748-6687 ext. 1007

Employment Supports

Current Service Provision

Our job search centre remains closed at this time. All other services remain available via telephone, virtual platforms and face-to-face as required.

New Normal Service Provision

Intake, on site job support and job development continue to occur either over the phone, through virtual platform or face to face as required. Staff will continue to work minimally from the C.M.H.A. office by appointment.

Contact: Christine Crough, Manager | ccrough@cmhahkpr.ca | 705-328-2704 ext. 4007

Gender Journeys

Current Service Provision

All services remain available via telephone, virtual platforms and face-to-face as required. Please see our website for our calendar of events or email genderjourneys@cmhahkpr.ca for group registration details.

New Normal Service Provision

We will continue to facilitate virtual groups, as well as one-to-one intakes with meetings over the phone, in person or virtual.

Contact: Christine Crough, Manager | ccrough@cmhahkpr.ca | 705-328-2704 ext. 4007

Hospital to Home Peer Outreach

Current Service Provision

Services continue to be provided with the exception of group programming at Ross Memorial Hospital.

New Normal Service Provision

Intakes and client appointments continue to be offered through telephone, virtual platforms or face-to-face meetings as required. Staff will continue to work minimally from C.M.H.A. office.

Contact: Christine Crough, Manager | ccrough@cmhahkpr.ca | 705-328-2704 ext. 4007

Intake/Brief Services/Case Management

Current Service Provision

Our intake form remains available online for prospective clients to complete as the first step in accessing our services and the doorway to connecting with our case management team and other programs and services.

We are meeting with clients by phone or face-to-face when necessary, following strict guidelines to ensure the safety of all parties.

New Normal Service Provision

For Intake, clients can be seen in-office or by telephone. Case management supports are operational and accepting clients based on approval from our Intake team. Case managers will visit the individual in their home, in the community or in the office.

Psychoeducational groups (CBT and DBT-based programming) will resume in September for in-person groups at our 466 George St. office location.

Contact: Paul Schauber, Manager | pschauber@cmhahkpr.ca | 705-748-6711 ext. 2005

Justice Services

Current Service Provision

Justice Services programs are providing the majority of services via telephone and email. Although courts are only functioning in a limited capacity, staff are supporting individuals on completing treatment plans for courts outlined prior to and during COVID-19 and are continuing to work with court officers to approve new referrals.

Intakes are being conducted via telephone and in person appointments for individuals that are experiencing an increase in symptomology or are currently in the Justice supportive housing programs are occurring.

New Normal Service Provision

Staff will continue to conduct the majority of supports via telephone and email. There will be a continued increase in face-to-face visits as we prepare for the reopening of the courts and correctional institutions. The Justice team will also be working to provide their C.B.T. group via Zoom to clients that have access to technology and in person using social distancing measures.

Contact: Jonathan Hewitt, Manager
jhewitt@cmhahkpr.ca
705-328-2704 ext. 4016

Ontario Telemedicine Network

Current Service Provision

Psychiatry is operating offsite with Psychiatry being provided via video conference and teleconference.

Contact: Tracy Graham, Manager
tgraham@cmhahkpr.ca
705-748-6711 ext. 1043

New Normal Service Provision

Medical appointments will slowly resume, starting in August.

Physicians who use OTN for medical appointments are beginning to resume service. OTN staff will be onsite for medical appointments as they occur.

Peer Outreach

Current Service Provision

All services continue to be provided via telephone, virtual platforms and face-to-face as required.

New Normal Service Provision

We will continue to facilitate outdoor and virtual groups, as well as one-to-one intakes with meetings over the phone, in person or virtual. Staff will continue to work minimally from C.M.H.A. office.

Contact: Christine Crough, Manager | ccrough@cmhahkpr.ca | 705-328-2704 ext. 4007

Public Education

Current Service Provision

We have implemented a temporary halt for all in-person public education, training and events for the foreseeable future. In the interim, we are offering high level mental health training for workplaces, schools and social groups using online platforms.

Contact: Jack Veitch, Manager
jveitch@cmhahkpr.ca
705-748-6687 ext. 1015

New Normal Service Provision

Recent movement into Phase 3 allows the opportunity for the resumption of some in-person training. If your organization or business is interested in accessing mental health education courses, please contact Jack Veitch to explore training options. We continue to offer high level mental health training for workplaces, schools and social groups using online platforms.

REACH for Recovery

Current Service Provision

REACH is offering virtual groups and small outdoor groups. Please see our website for our calendar of events and group registration details.

New Normal Service Provision

We will continue outdoor and virtual groups as well as one-to-one intakes with meetings over the phone, in person or virtual.

Contact: Christine Crough, Manager | ccrough@cmhahkpr.ca | 705-328-2704 ext. 4007

Specialized Crisis Services

Current Service Provision

All programs continue to provide a full range of supports and services via telephone support and face-to-face supports as required.

These services are currently based off-site. The Mobile Crisis Intervention Team continues to be based at the Peterborough Police Station.

New Normal Service Provision

All clients will be supported in person on a regular basis as needed and based on a client's level of comfort with face-to-face supports. Supports will also continue over the phone and via video conference. All programs are fully operational and accepting new referrals.

Contact: Tracy Graham, Manager | tgraham@cmhahkpr.ca | 705-748-6711 ext. 1043

Supported Independent Living - Dual Diagnosis Case Management

Current Service Provision

All clients will be supported in-person on a regular basis. Supports will also continue over the phone and staff will continue to do some supports for the client (ie: grocery shopping) while there is still risk of COVID.

Groups have been cancelled.

New Normal Service Provision

Weekly groups will resume outdoors with physical distancing measures. We will provide concrete cues for clients in order to remain a safe distance apart.

The team will continue to support clients face-to-face, through virtual platforms and over the phone. We are continuing to complete intakes into the program.

Contact: Shari Warfield, Manager | swarfield@cmhahkpr.ca | 705-748-6711 ext. 2006

Supportive Housing

Current Service Provision

We are providing face-to-face visits with high-risk vulnerable clients as required, and rotating face-to-face visits so every client who requests a visit receives one. We continue to complete Unit Inspections and are doing regular phone check-ins with each client. Staff continue to work face-to-face with clients in residential settings and are accessing the C.M.H.A. office once a week for administrative purposes.

New Normal Service Provision

Services will continue primarily in person, as well as virtually where appropriate.

Contact: Jennifer Bain, Manager
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705-748-6687 ext. 1041

Trustee

Current Service Provision

Trustee services have continued throughout the pandemic with most support provided by phone or email. Face-to-face support has been available by appointment on predetermined days.

New Normal Service Provision

We will continue to provide support by phone and email, and face-to-face by appointment only.

We are accepting referrals for new clients to programs with vacancies in their case loads.

Contact: Marnie Sicker, Manager | msicker@cmhahkpr.ca | 705-748-6687 ext. 1009

General Inquiries

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