



## North Country Community Mental Health's Response to COVID-19 November 20, 2020

### Service Delivery

- NCCMH provides essential services.
- NCCMH offices and facilities will remain open in the absence of a shutdown/stay home order.
- NCCMH will follow MDHHS, BHDDA, CDC, MIOSHA, Public Health Department and other legislative or regulatory requirements for business operations, infection control, and PPE protocols. This includes client access to social and recreational venues.
- NCCMH staff who can work from home will work from home.
- NCCMH staff providing face-to-face services will follow the NCCMH Return to Work Plan.
- Services that can be provided virtually will be provided via telephone, telehealth, and/or video conferencing.
- Services will be provided as authorized in the client's IPOS while respecting the client's and/or guardian's wishes (level of risk acceptance and tolerance for PPE) and in accordance with a recipient's right to freedom of movement.
- Services not essential for health and safety will be provided based on staffing capacity.

### Contact Us

- Individuals needing to access behavioral health services should call the **Access Center** 1-877-470-7130 to schedule an intake appointment. Initial assessments are being conducted by telephone.
- Individuals experiencing increased stress, anxiety or depressions may call the **Warm Help Line** at 1-877-470-7130 Monday – Friday 8:30 am – 5:00 PM.
- Individuals experiencing a mental health crisis should call the **Crisis Help Line** at 1-877-470-4668.

### Direct Care Trainings

Limited classroom training will be conducted to meet regulatory requirements. For more information contact [providertraining@norcocmh.org](mailto:providertraining@norcocmh.org)

### If you have symptoms...

If you have symptoms of respiratory infection, such as fever, cough, shortness of breath, sore throat, or have had contact in the past 14 days with a confirmed diagnosis of COVID-19, please call your health care provider to make the best decisions for yourself and your family, and call us for your mental health support. If you do not have a health care provider, please call your local health department or emergency department for guidance.

### Important Numbers for Current Information

State of Michigan COVID-19 Hotline	888-533-6136	<a href="https://www.michigan.gov/Coronavirus">https://www.michigan.gov/Coronavirus</a>
Health Dept of Northwest Michigan	800-386-5959	<a href="http://www.nwhealth.org/covid19.html">http://www.nwhealth.org/covid19.html</a>
McLaren COVID-19 Hotline	231-487-5550	
Munson Healthcare COVID-19 Hotline	231-935-0951	