



## North Country CMH Provider Communication

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The Crisis Help Line will continue to operate – 877-470-4668

The Access Center will continue to operate - 877-470-7130

Customer Service will continue to operate – 877-470-3195

### North Country Community Mental Health Offices

NCCMH outpatient offices will remain open, however, we will be changing how those services are delivered to help limit the spread of the coronavirus (COVID-19). Our staff will call before scheduled appointments to see if the individual may be able to be served via phone or video instead. We will limit face-to-face clinical contact to urgent need only and will use telephones and video technology rather than face-to-face services as we are able.

NCCMH Office of Recipient Rights will continue to operate. The guidance from MDHHS -ORR will be fluid like everything else but for now, the guidance can be summed up as “Do your best and document anything that is out of compliance because of COVID-19”. Site visits at AFC’s for compliance will be postponed. Guidance is “safety first” the ORR will not be punitive when staff are doing their best under the circumstances.

### Clubhouse and Day Programs

Petoskey Club, New Horizons, Gaylord Area Workshop (GAW), and North Country Enrichment Center (NCEC) are closed. Staff will be reaching out to members and will continue to provide support by telephone and other means to help clients sustain their recovery through this stressful time. Telephone outreach and support will continue. We may be able to assist with home staffing on a limited basis. Please email Pam K. Wespiser at [pwespiser@norcocmh.org](mailto:pwespiser@norcocmh.org) for if staffing assistance is needed.

### Training

All NCCMH in-person trainings will be canceled through the month of April and will be rescheduled for classes starting in May. Extra classes will be added as necessary once training resumes. Other CMH’s will make their recipient rights skype classes, recorded classes and self-study training available to all. NCCMH will accept these alternative trainings. Please visit our [website](#) where we will provide training updates and links as they become available. If special considerations are needed or to schedule training for your staff please continue to submit to requests to [providertraining@norcocmh.org](mailto:providertraining@norcocmh.org).

### Your Staff

If your staff are sick, they may not work. If they 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, they should call their health care provider to make the best decisions for themselves and their family. If they do not have a health care provider, they should call their local health department.

### AFC Residential Providers

The Michigan Department of Health and Human Services advises the following steps can be taken to prevent the spread of illness:

- Wash your hands with soap and water.
- Avoid touching your eyes, nose or mouth with unwashed hands.
- Cover your mouth and nose with a tissue or upper sleeve when coughing or sneezing.
- Avoiding contact with people who are sick.
- Per [Executive Order 2020-7](#)
  - All non-essential visitation should be ceased.
  - No one should have visitors unless they are experiencing an end of life situation.
  - Homes must institute screening for all who enter, symptoms of a respiratory infection, such as fever, cough, shortness of breath, or sore throat; and contact in the last 14 days with someone with a confirmed diagnosis of COVID-19



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- Residents should be kept in their homes as much as possible.
- We will not consider these directives to be a violation of Freedom of Movement because the state and country is also being limited.
- CMH staff are always allowed unless screening is presumptive positive for symptoms.

### **CLS Support in Private Residences & Community-Based CLS**

Call ahead. If the individual has 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 assist them in calling their health care provider. If they do not have a primary care physician, they should call their local health department.

Ask the client if they have food and medication and problem solve difficulties. Pick up groceries or medications and leave them outside the door if needed

Follow up regularly to make sure they have made contact and are receiving care per the advice of their care provider.

If staff are able to visit, they should wash their hands, clean and disinfect regularly, and minimize interaction in the community. Outdoor activities are still appropriate as weather permits. Group outings should be cancelled.

Immediately report to the Supports Coordinator any circumstance where you are unable to visit the home or otherwise meet the needs of the client.

### **Supported Employment**

Supported Employment services in congregate settings is suspended effective immediately. Given the recent restrictions on places of public accommodation as specified in [Executive Order 2020-9](#) and the overall slowdown in hospitality we do not anticipate this to be an issue. Please contact the client's Supports Coordinator if there are special circumstances where employment should continue.