



Addiction & Mental Health Services | services de lutte contre les dépendances et de santé mentale  
Kingston Frontenac Lennox & Addington

## Memo/Note

**Date** March 31, 2020  
**To** Health Service Partners  
**From** AMHS-KFLA Leadership  
**Subject** COVID-19 Update #2: Isolation Centre Opens and Updates to Client Service Delivery

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The AMHS-KFLA Management Team continues to work diligently to support the well-being of staff, clients and our broader community while ensuring continuity of client care in this challenging time.

We continue to collaborate on opportunities to support critical system access and flow in the region and accepted the City of Kingston's invitation to take the lead in opening a Self-Isolation Centre to support individuals experiencing homelessness. This opportunity is great compliment to the strength of the AMHS-KFLA care team, and recognition of the diligence we take in implementing responsive and appropriate COVID-19 precautionary measures.

### Kingston Self-Isolation Centre Opens

In follow-up to the partner email sent Friday March 27, the Agency is pleased to confirm that the Kingston Self-Isolation Centre (KSIC or the Centre), is operational and received the first referral yesterday. Monday's opening is a soft launch and over the next two weeks we will refine processes and enhance capacity as needed.

- At this time, referrals come through the Assessment Centre or Emergency Department (ED).
- This Centre is not a shelter and is not open to the public.

In such a challenging time for our health system and hospital resources, the Centre is a fantastic ED diversion strategy that provides safe and appropriate supports for individuals that would not otherwise have access to a temporary space to self-isolate or be quarantined. Infection prevention protocols are in place and modifications were made to the space to ensure individuals would be able to maintain a safe physical distance from others – including those who may have COVID-19 or who have symptoms and are awaiting testing.

The successful opening of the Centre, after one week of coming together with partners, is a direct result of the dedication and generosity of community partners that collaborated on this initiative. I am inspired by the strength of our relationships and unwavering focus on the well-being of some of our most vulnerable community members.

In addition to the leadership of the City of Kingston, key partners involved in supporting us in opening the Centre include: Kingston Health Science Centre (KHSC), KFL&A Public Health, Street Health -

Kingston Community Health Centres, Kingston Fire and Rescue Services, Kingston Police, United Way KFL&A, Providence Care and Frontenac Paramedics.

## Care Continues – Service Delivery Modifications – Updated Service Flow from March 26th

To enable ongoing access to all of our services, essential to the care of clients, the Agency has taken COVID-19 precautionary measures through implementing temporary service delivery modifications. These modifications are specific to how programs and services are accessed on-site and remotely.

In follow-up to the partner memo sent on March 26th, an updated service flow graphic has been embedded and the high-level overview of service delivery modifications is included for your reference.

### Service Delivery Modifications

The following services are provided off-site:

- Client referrals continue to be accepted and are conducted over the phone. Partners are invited to use our [online professional referral form](#), as well as usual channels, to submit a referral.
- The main office reception lines remain open and functional during usual business hours.
- Crisis Services continue (mobile services, 24/7 Crisis Line, etc.), with the exception of walk-in crisis services.
- Assertive Community Treatment Teams (ACTT) continue.
- All clients maintain access to staff. Care appointments for the following services are provided remotely (e.g., by phone, OTN, etc.) to support social distancing:
  - Addictions
  - Counselling and Treatment
  - Case Management
  - Justice Services

Staff continue to provide on-site care for the:

- Regional Safe Bed Program (operating 24/7 as normal), and
- Residential Housing Programs.

### Office Access

- Napanee and Kingston offices are closed to the public and all groups have been put on hold.
- Clients with booked appointments deemed clinically necessary for on-site appointments continue. Both clients arriving for these scheduled appointments, and staff on-site are screened for COVID-19 on arrival.

## Connect with Us

Please contact Julie Lambert or Jamie Lalonde if you have questions about the KSIC. General Agency questions can be sent to [communications@amhs-kfla.ca](mailto:communications@amhs-kfla.ca) and you can access the past memo on [our partner site here](#).



## COVID-19 Service Delivery Modifications

Housing	ACTT	Crisis	Case Management & Justice	Counselling & Treatment and Addictions	Intake
<p><b>Staffing</b></p> <ul style="list-style-type: none"> <li>Reduced on-site staffing, some staff working from home</li> <li>Housing Case Managers provide basic need support to AMHS-KFLA homes</li> </ul> <p><b>Service Delivery</b></p> <ul style="list-style-type: none"> <li>Direct client care continues in CI Housing and THRP</li> <li>New intakes closed</li> <li>Housing Case Managers</li> </ul>	<p><b>Staffing</b></p> <ul style="list-style-type: none"> <li>Full team coverage including on-site and community psychiatry</li> </ul> <p><b>Service Delivery</b></p> <ul style="list-style-type: none"> <li>Only priority home/community visits</li> <li>All medication delivery continues</li> <li>Phone/OTN appointments as possible</li> <li>Intakes accepted only if necessary</li> </ul>	<p><b>Staffing</b></p> <ul style="list-style-type: none"> <li>Full team coverage in office, Safe Bed and MCRRT</li> </ul> <p><b>Service Delivery</b></p> <ul style="list-style-type: none"> <li>No walk-in service</li> <li>24/7 Crisis Line available</li> <li>Crisis Psychiatry by phone or OTN</li> <li>Safe Bed and MCRRT operate as normal</li> </ul>	<p><b>Staffing</b></p> <ul style="list-style-type: none"> <li>Staff providing support remotely, working from home.</li> <li>Case Management clients in crisis will be supported in person as needed</li> </ul> <p><b>Service Delivery</b></p> <ul style="list-style-type: none"> <li>Services, including Case Management psychiatry are provided by phone or OTN</li> </ul>	<p><b>Staffing</b></p> <ul style="list-style-type: none"> <li>Staff providing support remotely, working from home</li> <li>Addictions clients in crisis will be supported in person as needed</li> </ul> <p><b>Service Delivery</b></p> <ul style="list-style-type: none"> <li>Services, including check-ins to structured group participants are provided by phone or OTN</li> </ul>	<p><b>Staffing</b></p> <ul style="list-style-type: none"> <li>Staff providing support remotely, working from home</li> </ul> <p><b>Service Delivery</b></p> <ul style="list-style-type: none"> <li>Intakes provided by phone or OTN</li> </ul>

Purple text denotes direct ED diversion and bed flow efforts