



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

## Memo/Note

**Date** April 17, 2020  
**To** Health Service Partners  
**From** AMHS-KFLA Leadership  
**Subject** COVID-19 Update #3: Agency Services Continue and Update on KSIC

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In follow-up to the partner memo (#2) sent on March 31<sup>st</sup>, 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.

As shared, services essential to the care of clients continue. Modifications were made specific to how programs and services are accessed on-site and remotely. The following provides a high-level overview of service delivery modifications in complement to the embedded service flow graphic.

### Care Continues – 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 physical distancing:
  - Addictions
  - Counselling and Treatment
  - Case Management
  - Justice Services
- Case Management, Counselling and Treatment and Addictions clients who are in crisis will be supported in person as needed.

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.

## Kingston Self-Isolation Centre – Operational Update

The Agency is pleased to share that Centre operations are proceeding well, and referrals have been successfully received. The following information is being provided to keep you apprised of operational phases, staffing and service scope, protocols and partner collaboration.

### Centre Capacity Phases

The team has developed a robust service model with three operational phases.

1. Phase 1 started with a soft launch on Monday March 30th. This phase supports up to 5 individuals at the Centre.
2. The second, or intermediate phase, will see the expansion of the team with nurses joining a broader staffing model to support up to 15 individuals. We will move into this phase based on demand.
3. At full capacity, the Centre can support up to 32 individuals with nursing capacity on each shift.

### Location Sensitivity

The Centre is not a shelter and is not open to the public. There are no visitors or self-referrals. We are not sharing the location with the media in effort to reduce any misunderstanding by the public regarding purpose of or access to the Centre.

### Staffing

The Centre operates twenty-four hours a day, seven days a week. At full capacity the KSIC's staffing and operations are supported by:

- 4 Nurses
- 1 Physician
- 1 Psychiatrist
- 14 staff with mental health and addiction backgrounds, and
- 1 Program Manager

### Referrals

This is a Kingston specific Self-Isolation Centre and referrals at this time are only accepted from:

- Kingston Shelters,
- the Kingston COVID-19 Assessment Centre, and
- the Kingston Health Science Centre (KHSC) emergency department (ED).

## Centre Benefits and Partner Collaborations

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.

AMHS-KFLA's interdisciplinary team capacity and focus on providing services to people with serious mental illness and addictions issues helps to ensure anyone admitted to the Centre receives timely access to important mental health and addiction supports on-site, as well as the ability to seamlessly connect them to longer-term case management supports, if needed.

Planning involved a broad cross-section of partners that collaborated on developing operational procedures informed by existing guidelines being used by other isolation centres in Ontario. Individuals staying at the Centre who may have COVID-19 or who have symptoms and are awaiting test results, have their own private room and bathroom. Robust security and infection prevention protocols have been integrated into operations and modifications were made to the physical space to ensure individuals would be able to maintain a safe and appropriate distance from others.

The successful opening and ongoing operations of the Centre is a direct result of the dedication and generosity of community partners that collaborated on this initiative. Many partners and businesses have generously provided resources (e.g., hand sanitizer, masks, gowns etc.) in support of the Centre's operations, which would not have been possible without significant contributions by various partners, such as those highlighted below:

- The City of Kingston provides core funding for operations and provides direct transit for individuals referred to the Centre.
- KFL&A Public Health has been integral to the development of protocols relating to intake processes and infection prevention procedures and consults with the Centre's team on an ongoing basis.
- KHSC has informed occupational health processes and supplied personal protective equipment (PPE), with training for Centre staff. Weekly consultations occur with the ED and members of the KHSC team with expertise in detox are integrated into the Centre's staffing model.
- Dr. Good is working with the Centre and through collaboration with KHSC's ED, developed withdrawal management protocols.
- Communication between individuals staying at the Centre and the care team is facilitated through the use of tablets, generously supplied by United Way KFL&A.
- Meals are provided through Providence Care and are delivered by Kingston Fire and Rescue.
- Street Health Centre is collaborating with KSIC staff to provide harm reduction supplies and naloxone kits.
- Kingston Police supported security during the initial launch of the Centre and continue to collaborate with the team as needed.
- In collaboration with Home Base Housing, referrals are now occurring from shelters. Home Base Housing and KSIC staff work together to identify individuals in the community that may need to be referred to the Centre and weekly meetings take place to review admission and discharge pathways.

## Connect with Us

AMHS-KFLA is inspired by the strength of our relationships and unwavering focus on the well-being of some of our most vulnerable community members. Should you have questions about our services or the KSIC, please connect through [communications@amhs-kfla.ca](mailto:communications@amhs-kfla.ca) and accessed past memos [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