



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

Memo/Note

Date October 23, 2020
To Health Service Partners
From AMHS-KFLA Leadership
Subject Partner Update: Celebrating our Progress, Next Steps and COVID-19 Service Updates

Celebrating on Our Progress and Next Steps

2018-2019 / 2019-2020 Annual Report

The staff and management team at AMHS-KFLA continue work with our health service partners and local communities to build an integrated and accessible addictions and mental health system of care.

We welcome our partners to review our newly released [Annual Report for 2018-2019 and 2019-2020](#) which highlights some of the achievements of our team, capturing the time frame from Karen Berti's term as appointed Supervisor until July 2020 when we welcomed Bruce Swan to the AMHS-KFLA care team as Supervisor.

Much work has been completed at the agency during this period, and we are grateful to our community partners for their support in making these achievements possible.

Looking Ahead: Next Steps

AMHS-KFLA Leaders are active participants in the development of the Frontenac, Lennox & Addington (FLA) Ontario Health Team. We will be pleased to provide further communication as development of the regional Mental Health system continues to unfold.

COVID-19 Service Delivery Update

AMHS-KFLA services are all fully open and accessible, including in-person services where needed to support client needs and care.

Referrals to our programs continue to be accepted and are conducted over the phone. Reception phone lines remain open and staffed during usual business hours. Partners are invited to use our [online professional referral form](#), as well as usual channels, to submit a referral or reach out with questions around service needs.

While a large portion of services are now available in person, during the pandemic period, a "virtual" care environment was created to support delivery of services to some clients while assisting in keeping our community safe. This service innovation has changed the way we interact with our clients and will likely be a part of our service delivery model for the foreseeable future.

Access to On-Site, In-Person Services

In alignment with the Province of Ontario's phased re-opening plans, AMHS-KFLA has restored a large portion of our on-site, in-person services by appointment at our two Kingston locations (552 Princess Street and 107 Wellington St.) and our Napanee office (70 Dundas St. East).

Screening and other processes to support staff and client safety are in place at all agency locations.

Plans are underway to support the safe reopening of our other sites in Sharbot Lake, Verona and Amherstview, with more information to be shared as timelines are confirmed.

We continue to collaborate with local and regional health partners to ensure our processes support the latest recommendations, including the ability to return quickly to our previous state of service delivery modifications should the need arise.

We are grateful for the support of United Way of KFLA during the pandemic and beyond, in supplying phones and tablets to clients to maintain their connectivity to service providers and loved ones as well as supporting key initiatives to support vulnerable populations in our community via our outreach nursing program as well as supporting specialized programming for youth.

Crisis Services: Expanded Access to In-Person Care

While our 24/7 Crisis Line and Mobile Crisis services have remained in place throughout the pandemic, walk-in services have been on hold since the reduction of on-site access in March.

As part of a phased approach to restoring walk-in services, we have begun to offer scheduled on-site, in person Crisis Services appointments with our team at 552 Princess St.

- Appointments are available Monday to Friday between 9 am and 4 pm.
- When an individual connects to our 24/7 Crisis Line, the team will assess the need for an appointment, determine availability, and book an appointment for them if face-to-face support would be of benefit to them.
- The booked session will focus on de-escalation/stabilization and linkage to agency/community services as needed. The length of time for appointments is flexible and based on need.
- While appointments will take place at our 552 Princess Street location in Kingston, this service is available to anyone in the Kingston, Frontenac and Lennox & Addington region.

Connect with Us

The AMHS-KFLA care team continues to be an incredible asset to cross-sector partner initiatives, and we look forward to continuing to build relationships with our valued community care partners in addictions and mental health.

Should you have general questions about our services or wish to add someone to our partner distribution list, please connect through communications@amhs-kfla.ca and access past partner memos [here](#).