

HCRS Services During COVID-19 Crisis

<i>Adapting to Meet the Needs of our Clients and Community</i>	
Crisis Services	<ul style="list-style-type: none"> • 24/7 Crisis Hotline: Call toll-free for Crisis Support and/or to arrange telemedicine screening or in person community response - 1-800-622-4235. • DS SAFE Team: Our after hours support line is open for Developmental Services and Children, Youth, and Families clients. Call 1-802-886-4511. • ER Services: <ul style="list-style-type: none"> ○ 24/7 telemedicine response to 4 hospital emergency rooms using Zoom. ○ Telemedicine response in client's home or community location ○ Telephone screenings for those who do not have access to telemedicine ○ Face to face in person screenings as indicated per safety protocol and need ○ HCRS staff are working in collaboration with the Crisis team and our clients to divert clients from the Emergency Department for client safety and in support of the emergency departments' response to COVID-19. ○ Safety planning and resource coordination in partnership with local hospital emergency rooms.
Warm Line	We've set up a Warm Line offering support for HCRS clients from 7:30 am - 10:30 pm, 7 days per week (1-800-917-1622).
Access to Services	HCRS will continue to provide access to services and will complete intake and assessments using telemedicine or telephone. Intake staff will work with new clients who do not have access to telemedicine or telephone to arrange for an intake and assessment in the HCRS office using telemedicine.
Telemedicine	<ul style="list-style-type: none"> • HCRS essential services will be provided remotely using telemedicine and telephone support (intake, assessment, psychiatry, psychotherapy, community support, service planning and coordination, peer support, employment, behavioral support, and In Shape). • Clients will maintain connection with their current treatment providers, who will schedule regular appointments using technology.
In-Person Services	<ul style="list-style-type: none"> • Individualized COVID-19 support plans have been developed with HCRS clients, including access to technology and/or telephone. • Where clients require, we are providing in-person services, using health screening and universal precautions. These services are being provided in the office, community, or client's home. We encourage services being provided outdoors whenever possible. • Our Children's and DS Divisions are working with clients and families remotely for behavioral consults and to ensure their basic needs are met. • Medication drop-offs are also being coordinated.

<p>Psychiatry</p>	<p>Medication: Our Medical Team continues to provide medication checks remotely. They are also managing any refills remotely.</p>
<p>Residential Services</p>	<ul style="list-style-type: none"> • The residential programs remain open and are accepting referrals. Admissions may be delayed based on the needs of individual houses. • Individual residences have created house-specific infection control and contingency plans. • HCRS continues to contract with Shared Living Providers to provide supportive living options for DS clients.
<p>Kindle Farm School</p>	<p>Our alternative school for boys reopened on Monday, August 31. Students have 2 options for attending school this fall:</p> <ul style="list-style-type: none"> • A hybrid model of attending school in person 4 days per week and 1 day remotely • Fully remote <p>The school has implemented new protocols, PPE, physical distancing, signage, temperature check stations, hand sanitizers, and tents, in order to ensure the health and safety of both students and staff.</p>