



North Sound BH-ASO Memorandum 2020-002

DATE: March 17th, 2020

TO: North Sound BH-ASO Crisis Service Providers

FROM: Margaret Rojas, Assistant Director
Michael McAuley, Clinical Manager

RE: COVID-19 Communication

EFFECTIVE: March 17, 2020

North Sound BH-ASO Crisis Service providers are at an elevated risk as health care personnel to the COVID-19 outbreak. To protect the health and safety of our crisis providers, the public, and other essential health care personnel, we are recommending the following temporary actions to reduce the risk to COVID-19 exposure or unintended community transmission.

These recommendations do not supersede your agency's health and safety protocols.

Immediate Actions:

- Volunteers of America (VOA) to maintain COVID-19 safety screening procedures for all mobile crisis outreach requests.
- Prioritize Emergent Designated Crisis Responder (DCR) outreaches to essential referrals:
 - Emergency Departments
 - Jails
 - Law Enforcement
 - Crisis Stabilization and Triage Facilities
- Employ all available telehealth options to maintain essential voluntary and involuntary crisis services.
- Limit or suspend face-to-face Voluntary Next Day Appointments (NDAs).
- Limit or suspend face-to-face outreaches to vulnerable residential facilities such as assisted living facilities, nursing homes or adult family homes based on current Department of Health (DOH) recommendations.
 - If a facility location is determined to be unsafe due to COVID-19, DCRs should coordinate an alternative setting to conduct the outreach.

North Sound BH-ASO recommends that all agencies monitor federal, state and local COVID-19 illness guidelines.

The health and safety of our providers and maintaining essential crisis service functions in our region is our biggest priority. We recognize that these temporary changes may impact provider programming and we commit to supporting your efforts during this time.

North Sound BH-ASO will continue to work with the Health Care Authority (HCA) and other authorities and will be assessing at what point these temporary actions can be lifted.

Stay healthy everyone.

cc