



March 17, 2020

Hello

COVID-19 is resulting in changes to many public services. Today's announcement by Premier Ford declared a state of Emergency in Ontario. In light of recommendations from Public Health and Ontario Health and in consultation with our Board of Directors, Addiction Services of Thames Valley is adjusting our service delivery model. **We are open for business.** However, we will be making service model changes to protect our employees and the people we serve in keeping with public health recommendations.

As of 8 pm Tuesday March 17/20, ADSTV will no longer provide face to face services to our clients except in essential service areas. We will continue to focus on service delivery that diverts patients from the Emergency Departments in our counties. These changes to service delivery will be in place until April 6, 2020 after which we will re-evaluate our approach and adjust accordingly.

We will shift our service delivery model to one of offering phone support and virtual meetings through video conferencing. We will offer all intake, screening and modified assessment services by phone and video conferencing. We will support our current/active clients in the same manner with virtual counselling. We have made changes to the programs that support housing participants to support them without face-to-face contact.

The Addiction Medicine / RAAM Clinics are considered an essential service so will continue to operate. The clinic staff are doing active screening and practicing social distancing by managing patient flow. Client services are being adapted to unique needs.

We are modifying Back on Track services with assessment on the phone and smaller groups for only those participants who are eligible for early reinstatement of their licences. These methods may be modified in the future.

We will be developing online resources and looking for other innovations to disseminate information to our clients and the public using virtual meetings, the website and social media. Check our website for the most up to date information and changes to service.

Thank you for your support during these difficult times. I am confident that we will get through this if we work together.

Linda Sibley  
Executive Director