

March 16, 2020

To Our Valued Consumers, Family Members, and Community Partners,

We are sending this letter to communicate Community Mental Health Authority of Clinton, Eaton, and Ingham Counties (CMHA-CEI) response to the Coronavirus disease 2019 (COVID-19) outbreak. The Coronavirus disease 2019 (COVID-19) is a respiratory illness that can spread from person to person.

In light of the fact that CMHA-CEI serves potentially vulnerable individuals, such as those with underlying health conditions (e.g., diabetes, heart disease, lung disease), as well as a large segment of individuals over the age of 65 years, we are choosing to enact the following:

1. We are asking all consumers and their family members to be mindful of potential symptoms that may signal COVID-19 infection such as fever, cough or shortness of breath remain home and contact their primary care doctor should these symptoms be present.
2. We are following Governor's Executive Orders by implementing screening at entry points into our facilities and limiting visitors in residential settings.
3. Over the next few days we will be transitioning as many staff as possible to work from home. Our psychiatric, therapy, and case management staff will conduct as much as they can through a combination of telephonic or telehealth treatment instead of in-person contact. Please bear with our staff as they learn how to use new technology.
4. We have suspended all group and drop-in programming.
5. We are also asking all consumers to avoid presenting to CMHA-CEI offices for any scheduled appointments if they or a household member has had a fever within the past 72 hours.
6. Our staff have been instructed to call ahead before presenting for any scheduled home visits to determine the need for an in-person session.
7. At this time, we will continue on-site operation of all of our 24/7 and other essential services including Youth and Adult Crisis Services, Bridges Crisis Unit, The House of Commons, The Recovery Center, ACT Teams, and all Residential Services. We will notify you of any changes to this as they may develop.



GENERAL ADMINISTRATION

812 E. Jolly Road, Lansing, MI 48910 • PHONE: (517) 346-8244

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We sincerely appreciate your flexibility during this time to help us ensure the health and safety of all of the consumers to whom we provide supports as well as the staff at CMHA-CEI.

For questions or concerns, consumers are directed to please contact your case manager or our customer service department at 517-346-8244. In case of a mental health crisis, please call Crisis Services at 517-346-8460. Contracted providers are directed to contact CMHA-CEI's Quality Advisors at qcsrr-qa@ceicmh.org.

Sincerely,

Sara Lurie
Chief Executive Officer



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