

CMHA-CEI SERVICES AND OPERATIONS

Rev. 9/24/2020

Service Offerings and Provision Options

Service	Provision Options
Customer service	Call 517-346-8244
Access Services	Call 517-346-8318
Crisis Services	Call first 517-346-8460
Youth Crisis Services	Call first 517-346-8008
Recipient Rights	Call 517-346-8249
Medicaid Eligibility	Call 517-346-8259
Ascension Pharmacy	Call first 517-394-5019 (Hours reduced)
Medication Clinic	As arranged by Clinic
Veterans Navigation	Call 517-346-8355
Bridges Crisis Unit	As usual; no visitors
The Recovery Center (detox)	Call 517-267-7623
Case Management & Therapy	Call first; provided tele-health
Outpatient Counseling Services	Call first; provided tele-health
Charter house	Call 517-371-2077
Older Adult Services	Call first 517-346-8376
ACT	In-Person only as needed
Adult Urgent care	In-Person only as needed
House of Commons	Call 517-244-0393
AMHS Residential Services	As usual; no visitors
CSDD Residential Services	As usual; no visitors
Applied Behavioral Analysis (ABA)	Call 517-346-8318

Birch Health Center Update

Birch Health Center at 812 E. Jolly Road is open Monday-Friday from 8:00am-5:00pm. Please note: Doctor/Nurse Practitioner will be on site Mondays and Thursdays, other operations will continue on Tu, W, and F.

Beginning Tuesday, October 6, the Sparrow Lab at 812 E. Jolly Road will be available on Tuesday and Thursday mornings from 9:30am - 12:00pm.



Community
MENTAL HEALTH
CLINTON • EATON • INGHAM

Together we can
stop the spread.

Phased-In Recovery Planning

CMHA-CEI's Chief Executive Officer Sara Lurie recently released the first in a series of communications regarding Phased-In Recovery Planning, a gradual approach to returning to full operations while maintaining a continued focus on protecting consumers and staff.

Outlined below is the four-phase Recovery Plan, which corresponds to the MI Safe Start Plan phases 3-5. Please be aware that we do not have any solid timelines in place and in response to federal or state mandates, as well as other health and safety best practices, this process may go faster or slower.



Phase 1- Conditions (Corresponds with MI Stay Safe Plan Flattening Phase #3): COVID-19 case growth is gradually declining.

- Maintain current practices of providing in-person care to those with urgent need, but begin to expand in person services for those individuals and families who request it or who have not been able to fully access telehealth services during this time as identified by Clinical Directors.

Phase 2- Conditions (Corresponds with MI Stay Safe Plan Improving Phase #4): COVID-19 case growth and hospitalizations are clearly declining.

- Resume additional clinical services that are needed, but cannot be effectively completed remotely as identified by Clinical Directors.

Phase 3- Conditions (Corresponds with MI Stay Safe Plan Containing Phase #5- COVID-19 continued case and death rate improvements and outbreaks can be quickly contained.

- Resume all clinical services on-site that have temporary telehealth codes expiring or as required by MDHHS or other authorities.
- If telehealth codes are extended longer, consider blend of on-site or telehealth based on clinical need and consumer preference as identified by Clinical Directors.

Phase 4 (expansion of Phase 3 to full operations)- Conditions (Corresponds with MI Stay Safe Plan Containing Phase #5): COVID-19 continued case and death rate improvement and outbreaks can be quickly contained.

- Resumption of full operations with ongoing screening, prevention, and social distancing as recommended by CDC, local public health, and MDHHS for all on-site and community based services.
- Gatherings may continue to be size limited.

Building Access and Screenings

Extra precautions are being taken at CMHA-CEI sites to protect our consumers and staff.

If you are feeling ill, please call to discuss rescheduling your appointment before coming to the building.

Consumers and staff entering a CMHA-CEI building will be asked screening questions specific to COVID-19 symptoms and may have their temperature taken. Please remember to be patient and respectful to our staff who are facilitating these screenings, follow any directives they issue to you, and maintain proper distancing (6ft) from others while awaiting your turn.

Face Masks and Cloth Face Coverings

All consumers admitted to The Recovery Center, Bridges Crisis Unit, House of Commons, and CMHA-CEI group homes may be asked to wear a face mask for the first 14 days they are residing in the facility.

All consumers entering Crisis Services may be asked to wear a face mask.

As of Friday, April 3rd, 2020, the Centers for Disease Control and Prevention (CDC) are recommending that all Americans wear a "cloth face covering" when outside of their homes in any situation where they may be within six feet of another person. It is important to understand that cloth masks are not intended to protect the wearer- instead, they are intended to protect others in the community by containing the wearer's respiratory droplets from coughing, sneezing, speaking, or breathing.

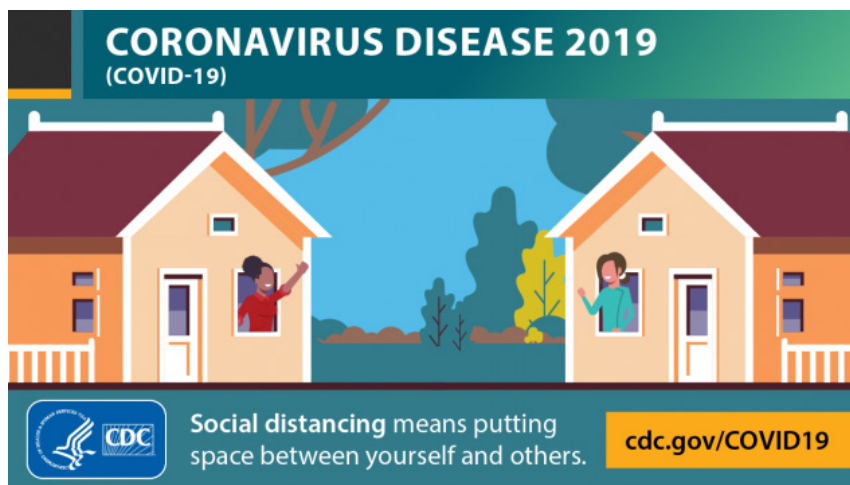
If you choose to wear a cloth mask:

- Put it on when you leave your home and, as much as possible, not remove it until you return to your home.
- Do not touch the outside of the mask at any time. If you must remove your mask, you should carefully fold it on itself with the outside surfaces touching, to prevent spreading potential contamination.
- Do not put your used mask anywhere, such as a purse or pocket, where it would come into contact with non-contaminated items. If you must remove it, consider storing it in a paper bag, with the mask folded as above.
- Launder your mask immediately upon returning to your residence.



Social Distancing

While at CMHA-CEI sites, or while running other essential errands, it's important to maintain proper social distancing between yourself and others whenever at all possible. The recommended distance to maintain is 6 feet- about the length of one hockey stick, a sofa, or two golden retrievers standing tip to tail. To learn more about how to protect yourself and others [click here](#).



Questions and More Information

We understand that people may be worried about this virus and potential transmission between staff or from individuals or families we serve at CMHA-CEI. Risk is dependent on exposure. Follow the preventative guidelines and the Governor's executive order to stay home.

Questions About COVID-19?

MDHHS has launched several statewide platforms to answer questions about Coronavirus Disease 2019 (COVID-19) and to keep residents up to date as information continues to change rapidly during the outbreak.

- Call the COVID-19 Hotline at 888-535-6136**, seven days a week from 8 a.m. to 5 p.m.
- Email COVID19@michigan.gov 24/7.** Emails will be answered seven days a week, 8 a.m. to 5 p.m.
- Subscribe to e-newsletter updates at Michigan.gov/Coronavirus.**
- Visit Michigan.gov/Coronavirus** for the latest news and information.

MDHHS

Tips for Coping with Stress

1. Take care of your physical health.

Even if you are staying inside your home, maintaining your physical health is an important part of managing stress. Eat healthy, well-balanced meals- this is a great time to try a new recipe! If you're stocking up on food, remember to include canned and frozen fruits and vegetables. You can go outside for walks and to get fresh air, just make sure to give others 6 feet of space as you pass. Additionally, many exercise videos are available online for free.

2. Check in with yourself.

Everyone responds differently to stressful situations. Identify what stress looks and feels like for you, and monitor yourself for those signs. Common signs of stress can include trouble sleeping or eating, difficulty concentrating, increased fear or worrying, irritability, crying, and increased substance use.

3. Prioritize rest and fun!

It's important to carve out time for things that make you feel happy and content. Spending time meditating or doing yoga can help you to manage anxious feelings. So can healthy amounts of distraction- try watching movies, playing a board game, learning a new skill like knitting or baking, or catching up on some reading. Check in with friends and family virtually- try hosting a virtual movie night or a dinner party.

4. Stay informed, but set boundaries.

While it's important to stay updated and informed as the outbreak progresses, too much exposure to bad news can wear on our mental health. It's okay to tell others you need a break from discussing the outbreak. Ensure that your information is current and credible from places like local health departments and the CDC. Turn off the news and limit your time on social media each day to give yourself a mental

Other Resources

General information

- General CDC information about COVID-19: [click here](#)
- COVID-19 fact sheet: [click here](#)
- State of Michigan COVID-19 information: [click here](#)
- Ingham County Health Department COVID-19 information: [click here](#)
- Barry-Eaton District Health Department COVID-19 information: [click here](#)
- Mid-Michigan District Health Department COVID-19 information: [click here](#)
- COVID-19 test finder: [click here](#)
- Information about COVID-19 in select, non-English languages: [click here](#)

Recovery resources

- SAMHSA Virtual Recovery Resources: [click here](#)
- NAMI Lansing Virtual Caring and Sharing Support Groups: [click here](#)
- Taking care of your behavioral health during a disease outbreak: [click here](#)
- NAMI frequently asked questions about COVID-19: [click here](#)
- University of Michigan Psychiatry resources for COVID-19: [click here](#)

Hotlines

- CMHA-CEI COVID-19 Support Line: 517-237-7100 (8:30am-4:30pm, M-F)
- National Suicide Prevention Hotline: Call 1-800-273-8255
- Michigan Crisis Text Line: Text RESTORE to 741-741
- Disaster Distress Hotline: Call 1-800-985-5990 or text TalkWithUs to 66746
- National Domestic Violence Hotline: 1-800-799-7233 or text LOVEIS to 22-522
- MDHHS Peer Support Warmline 888-733-7753 (10:00am-2:00am, 7 days a week)

Stress and coping

- Self-care during COVID-19: [click here](#)
- Social support- Getting and staying connected: [click here](#)
- Stress and coping: [click here](#)
- Helping older adults during social distancing: [click here](#)
- Headspace free collection of meditation, sleep, and movement exercises: [click here](#)
- How to care for yourself while practicing physical distancing: [click here](#)
- Advice for sleeping well during the COVID-19 outbreak: [click here](#)

Resources for children and families

- Talking with children: tips for caregivers, parents, and teachers during infectious disease outbreaks: [click here](#)
- Helping young kids through the coronavirus (COVID-19) crisis: [click here](#)
- Georgie and the Giant Germ coloring book: [click here](#)
- Learn about the coronavirus coloring book: [click here](#)
- Learn about the coronavirus activity book for older children: [click here](#)
- Just for kids: a comic exploring the new coronavirus: [click here](#)
- Fact sheets for specific age groups (3-6, 6-12, 13-18): [click here](#)
- Family Wellness Guide: [click here](#)
- Tips for helping teens cope during COVID-19: [click here](#)

Food, housing, financial, and other assistance:

- Michigan COVID-19 Pandemic Resource Guide: [click here](#)
- Greater Lansing Area COVID-19 Resources Guide: [click here](#)
- Assistance for low-income Michiganders: [click here](#)
- Call 2-1-1