

Coronavirus (COVID-19) Update 3/24/2020

The Right Door for Hope, Recovery and Wellness Continues to Provide Access to Behavioral Healthcare in Ionia County

This has been updated since the Governor Whitmer Executive Order 2020-21 to stay at home starting 3/24/2020 until 4/14/2020. You can read the order here:

https://www.michigan.gov/whitmer/0,9309,7-387-90499_90705-522626--,00.html

We are working proactively to keep crisis behavioral healthcare services open and our persons served and personnel safe. Below are information updates outlining current policies related to healthcare services, visitors, and telehealth options available to address behavioral health needs are posted below. Thank you for your support and help as we promote a healthy and safe environment.

Ionia Location of The Right Door, Inpatient Hospitalization and Crisis Services Are Available

In an effort to prevent the spreading of Covid-19 in our community, The Right Door will be limiting face to face service provision from March 16 – April 14, 2020. Our Ionia location will remain open to behavioral health emergencies and scheduled injection appointments from March 17 – April 13, 2020, Monday – Friday, from 8am -5pm. We will not be open on Saturdays until April 18th. The Belding and Portland locations will not be open until Monday, April 14, 2020.

The Right Door will have an Access clinician available to take emergency walk-ins. If there is a non-emergent request for services, please call us during business hours at 1(616) 527-1790 or toll-free 1(888) 527-1790 and we will schedule you an appointment via phone or telehealth in order to comply with social distancing and prevention of Covid-19 spread. If you are calling after 5pm and before 8am, please utilize our crisis line at 1(888) 527-1790.

If you need assistance meeting basic needs (food, formula, etc.) please call 2-1-1 and they will assist you.

The Right Door will be providing pre-screens for mental health emergencies via tele-health or telephone in partnership with the Sparrow Ionia Hospital. The Right Door will continue to provide inpatient psychiatric hospitalization and crisis respite services when medically necessary.

Additionally, The Right Door is providing the following services via telehealth or telephone:

- 1) Behavioral Health Screens (telehealth only)
- 2) Intake Assessments (telehealth only)
- 3) Case Management
- 4) Outpatient Therapy
- 5) Home Based
- 6) Infant Mental Health
- 7) Occupational Therapy
- 8) Speech/Language Therapy
- 9) Psychiatric Evaluations
- 10) Medication Reviews

On-site infection precautions: If you do come to the Ionia location during March 16 – April 13, 2020, you will be asked a series of questions in relation to Covid-19 and screened by an onsite nurse. All staff you encounter will be wearing a special mask that prevents the passing of the illness. You will be required to wear a general mask upon entering the building. We will ask you if you have had any of the following symptoms in the past two weeks and take your temperature:

- Shortness of breath
- Aching all over
- Cough
- Diarrhea
- Fever
- Sore throat
- Vomiting
- Been in contact with an infected person

Hospital & Residential Facilities Visitor Policy

VISITOR POLICY: Hospitals, residential facilities (AFCs), and long-term care facilities are not accepting visitors at this time. In an effort to ensure that care continues and persons served are healthy and safe our primary clinicians will be checking on people via phone twice a week.

Outpatient Clinic Appointments

Our in-person services and groups are not occurring until April 13, 2020. You will hear from your primary clinician if you had a scheduled appointment at this time and be given the option to continue therapy sessions via phone or telehealth.

Please check out our **free** community resource myStrength.com and using the code: **RightDoorCommunity** to access all of the resources. There you will find information and support for depression, anxiety, addiction, sleep, chronic pain, pregnancy and early parenting, mindfulness, reducing stress, and trauma.

The Right Door's Response

- At our facilities, we have asked facilities staff to be vigilant and use additional sanitation for public surfaces.
- We are encouraging persons served and staff to avoid handshaking and instead wave, smile and avoid touching altogether. We are also instituting a 6-foot distance for our staff and persons served when they are within The Right Door building.

Professional Education Events Cancelled

In order to protect community health, The Right Door has cancelled all events scheduled for March and April. For Recipient Rights training, you may take our online training until we re-institute in person training again in May.

You may watch this [Powerpoint](#): Recipient Rights Refresher Course and take this [Quiz](#)

- Instructions for the Online Course

1. The email address you enter at the beginning of the quiz will be the email address used to email your certificate of completion.
2. If you do not pass with an 80% or higher the Recipient Rights Officer will coordinate with you at that same email address to go through the classroom training.
3. If you are unable to open the Powerpoint slide show, you can view it as a [.pdf by clicking here.](#)

We are working on rescheduling these events for later in 2020. If you have registered for one of these events, our clerical staff will contact you once the event has been rescheduled to confirm whether or not you can attend on this new date. If you prepaid for an event, we will refund your payment if you are unable to attend on the new date.

Managing Stress & Anxiety Around COVID-19

- [Coping With Stress During Infectious Disease Outbreaks](#) , SAMHSA
- [Five Ways to View Coverage of the Coronavirus](#), APA
- Stephanie Grant, PhD has some great ideas on how to discuss COVID-19 with your children: <https://www.facebook.com/stephaniegrantphd/>
- Just For Kids, A comic exploring Coronavirus for kids: <https://www.npr.org/sections/goatsandsoda/2020/02/28/809580453/just-for-kids-a-comic-exploring-the-new-coronavirus>

Preventing the Spread of COVID-19

We encourage community members to help slow the spread of COVID-19 in Ionia County by following the guidance provided by the CDC, State of Michigan and Ionia County Health Department:

If you think you have been exposed to COVID-19 or have a fever of 100.4°F/38°C or higher, cough or have trouble breathing call your health care provider. If you do not have a health care provider, call the nearest hospital.

Wash your hands often with soap and warm water for 20 seconds. If not available, use hand sanitizer.

Avoid touching your eyes, nose, or mouth with unwashed hands.

Cover your mouth and nose with a tissue or upper sleeve when coughing or sneezing.

Avoid contact with people who are sick.

If you are sick, stay home, and avoid contact with others.

Replace handshakes with elbow bumps.

Stay at least 6 feet away from others when in a public setting.

Resources:

CDC: <https://www.cdc.gov/coronavirus/2019-nCoV/index.html>

Michigan's Response: <https://www.michigan.gov/Coronavirus>

Ionia County Health Department: <https://ioniacounty.org/health/health-department/>

Montcalm/Ionia 2-1-1 Resource Response: https://www.liveunitedm-i.org/covid-19-pandemic-response?fbclid=IwAR0PKN46QWDBHLLq_qcFa6qSDYBzBrihTTLrb_e9I-Et8pmvx6zej0nY2Ks

If you need assistance finding food, paying household bills, accessing free childcare, or other essential services, dial United Way's 2-1-1 to speak to someone who can help.

The COVID-19 situation in the United States is evolving rapidly as more becomes known about the virus, how it is spread, and how it affects people. For the most accurate and timely information, visit the CDC's website or monitor CDC social medial channels. This page is being kept up-to-date as regularly as possible with answers to the most common questions 211 receive.