

Peace River Addiction Services during the COVID-19 Pandemic Information for Parents and Youth April 2020

Addiction Services is an essential service and we are adapting to conform to recommended practices for the COVID-19 pandemic. We hope the following information about our continued services will be helpful, keeping in mind that changes may occur as time goes on.

- Addictions Counsellors are continuing to meet with clients by phone and will be offering videoconferencing sessions on Zoom as requested. Addictions counsellors are working from home or from the addictions office at the present time.
- Whether a youth (or adult) is a former client, active client, or a new referral, accessing Addiction Services remains the same – a parent and/or youth can contact the Peace River Addiction and Mental Health (A&MH) Office at **780-624-6151** to schedule an appointment with an Addictions Counsellor.
- During this first point of contact, Addiction and Mental Health staff will ask the caller for a *name, date of birth, and contact information*. An addictions counsellor will then contact you back as soon as they are available.
** Please note that the counsellor's number may show as a blocked number or as an "unknown caller".*
- Parental consent will be arranged following initial contact with the counsellor.
- If a client plans to meet with an addictions counsellor at the Peace River Addiction and Mental Health Building they will be asked to complete COVID-19 screening questions on the phone and prior to their counselling session.
- If a client needs to reach their designated counsellor who is working from home, they can contact the Peace River Addiction and Mental Health office at 780-624-6151 and a message can be emailed to the counsellor for a call back.
- The following services are postponed until further notice:
 - Friday Noon Hour "Let's Talk" Addictions Support Group (located at the A&MH building)
 - Monthly Addictions Day Treatment Program (located at the A&MH building)
 - Weekly counselling services to satellite offices in Manning and Fairview

The Addictions Team would like to extend wishes of good health and wellness to you during this uncertain time and we encourage you to reach out for support.