

## **JOURNEY MENTAL HEALTH CENTER COVID-19 HEALTH AND SAFETY PROCEDURES FOR CONSUMERS**

Journey is committed to your health and safety. In order to create this safer environment, your participation in these procedures is needed and Journey thanks you in advance.

### **TELEHEALTH/TELEPHONE SERVICES**

- If you receive telehealth/telephone services, you can continue to receive these services at this time.
- If you do not have access to the technology for telehealth services, you may be able to come to Journey and see your provider through telehealth. Talk to your case manager/clinician about this service.

### **COVID-19 SYMPTOM SCREENING FOR ON-SITE AND COMMUNITY SERVICES**

- You will be screened for COVID-19 symptoms prior to your service. If you have any COVID-19 symptoms, you will not be able to receive your services in a JMHC building. Your treatment team will discuss other ways to provide services to you. You will be asked to contact your primary care physician for medical assistance regarding your COVID-19 symptoms.

### **COVID-19 INFECTION PREVENTION**

#### **Social Distancing**

- Come to your appointment alone if possible. Parents/legal guardians of child/adult consumers can attend the appointment. Interpreters will be provided via telehealth or telephone.
- Follow social distancing of six feet between people. Do not shake hands.
- Furniture in buildings will be modified to create social distancing and you may see one-way hallways.
- You may be asked to wait outside or in your vehicle (if you came in one) prior to your appointment.
- One person or one family in an elevator at a time.

#### **Hand Washing/Sanitizing**

- Wash your hands for at least 20 seconds on a frequent basis.
- If you cannot wash your hands, use hand sanitizer. Hand sanitizer is available at all Journey sites.

#### **Masks**

- Anyone over two years old must wear a mask while in Journey buildings, on Journey grounds, while receiving Journey services in the community, and while being transported in a Journey vehicle.
- All masks must cover the nose and mouth.
- A person must be able to put on and remove a mask on their own. A parent/guardian of a child/adult is responsible to assist with masking.
- If you do not have a mask, a mask will be provided to you. You can bring your own mask if you prefer.
- If you have a breathing issue which impairs your ability to wear a mask, or cannot put on/remove a mask on your own, you will be offered alternative service delivery.
- If your mask gets wet, the mask should be changed. Additional masks are available
- If you are in your own vehicle on Journey grounds, you can remove your mask.

#### **Additional Precautions/Cleaning and Disinfecting**

- Do not touch your face, eyes, or nose.
- Hand washing/sanitizing posters and COVID-19 information posters are in all Journey sites.
- Magazines, reading materials, and toys have been removed from waiting areas to decrease potential exposure.
- Staff wipe down (with disinfectant) hard surfaces and commonly touched objects in their offices/cubicles after each consumer visit, in JMHC vehicles after every transport, and in telehealth kiosks. Routine additional cleaning is done at all Journey sites.