

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

Journey is committed to your health and safety while we continue to provide services to you during the pandemic. 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 one of the Journey locations 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 Journey 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 is allowed 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 or staff vehicle. *See Journey modified mask restrictions when outside on Journey grounds at the end of this section.*
- All masks must cover the nose and mouth. Masks should have multiple layers and well fitted to the nose, cheeks, and under the chin.
- 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.
- You will be provided a paper surgical mask if you arrive at Journey without a mask or are only wearing a cloth mask. If you are only wearing a cloth mask, you will be asked to wear a paper surgical mask over your cloth mask. If you are unable/unwilling to wear two masks, you will be asked to wear only the paper surgical mask.
- If you have a breathing issue which impairs your ability to wear a mask or you are unwilling to wear a mask, a Badger Shield will be offered as an alternative mask. If you are unable/unwilling to wear the alternative mask, staff will work with you to identify alternative ways to provide you services.
- If your mask gets wet, the mask should be changed. Additional masks are available

As COVID-19 vaccination rates have increased, Journey has modified some restrictions for outdoor areas while still providing protection for staff and consumers. The following exemptions of the mask requirement apply **ONLY** when outdoors and only when a minimum physical distance of six feet is maintained:

- Masking is not required while physically distanced from others while outdoors walking between your car and a Journey building.
- Masking is not required while physically distanced from others while outdoors participating in exercise or wellness activities (e.g., outdoor yoga, gardening, mowing the yard).

- Masking is not required while physically distanced from others while outdoors eating in spaces designated for breaks and meals.
- Masking is not required while physically distanced from others while outdoors in designated seating areas.

When the ability to physically distance may be compromised in outdoor areas (i.e., in parking areas or outdoor seating areas which may become crowded at certain times), a mask must be worn.

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 Journey vehicles after every transport, and in telehealth kiosks. Routine additional cleaning is done at all Journey sites.

Note: Journey has not mandated vaccination for consumers or staff despite its documented benefit. To do so would force us to exclude a portion of our population (i.e., children under the age of 12, those with underlying health conditions, those who chose not to be vaccinated for religious reasons). Thus, public health measures that decrease the likelihood of transmission (particularly wearing a mask, but also hand hygiene, adequate ventilation, and environmental cleaning) will continue to be required so that we can continue to provide services to all.

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