

March 31/2020

To Clinic Directors/Partners:

As we continue to work to decrease the spread of COVID 19, the Centralized Shared Care Counsellors (SCC) have been adjusting their service delivery methods use telephone based counseling services to minimize in person contact. In addition, SCCs have been identified as able to work from home to minimize the risk of spread, while they continue to provide telephone based services. If clients require in person services this will be provided and client screening practices will be implemented to support safe patient care. At this time centralized SCC will continue to accept new referrals and will provide service to individuals via telephone counselling sessions. We are also currently exploring the ability to provide services through videoconferencing. Please note that all Centralized SCC will continue to be available to Primary Care Providers for consultation and system navigation.

We remain committed to providing service to your clinics and our clients through this challenging time. We will continue to review our service delivery plan and will work with you to adjust our services as required through the Pandemic period to support community safety.

If you have questions or concerns, please contact me by telephone or email.

Thanks,

Jaik Josephson

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Manager

Shared Care Mental Health,

Brief Treatment,

Mental Health Promotion

jjosephson@wrha.mb.ca

204-223-1806