

# Coronavirus (COVID-19) Programs and Services Update

*Current as of: May 25, 2020*

**The Province of Ontario has recently announced Phase 1 of the gradual re-opening of services.**

Youthdale, as all organizations across the province, have put in place plans to address the COVID-19 pandemic. Our plan initially involved a reduction of services to ensure the health and well-being of our clients, families and staff while we set in place plans to ensure essential mental health services were available for children and youth. Health and safety continues to be a priority. Our agency will be following the guidance of our funders, Toronto Public Health and provincial and regional leads as we continue the delivery of services at our residential and in-patient sites, deliver virtual based services in our community based programs and re-initiate in-person services during the coming weeks and months.

We thank you for your patience during this challenging time.

## **Existing Programs and Services**

The mental health of children, youth and families is even more important now in these times of change. As such, we continue to provide onsite In-Patient Services and Residential Treatment. We have adapted our other programs and services to a virtual environment so clients and families can get help through telephone or video conferences.

As always, if you need immediate assistance or want to get in touch with us about accessing our services, our Crisis and Mobile Support Team continues to take your calls 24/7 at 416-363-9990.

### ***In-patient Services***

The Acute Support Unit and the Transitional Psychiatric Unit remain open and we are accepting new admissions on a limited basis. Our Crisis and Mobile Support Team are taking calls and requests for admission. We are presently operating at reduced capacity to ensure infection and prevention protocol guidelines are adhered to.

### ***Residential Treatment***

Our residential programs remain open to our current clients and while we have held new admissions, we are now planning for the admission of new clients in the coming weeks.

### ***Community Programs***

Our school day treatment programs and IEDP have moved online. Virtual home instruction and support by teachers and day treatment staff is available daily.

Additionally, staff in our community based programs including CIFT, ISSP, and Outpatient services continue to deliver service remotely through telephone and the use of video sessions.

## **New Services offered during COVID-19**

### ***Virtual Outpatient Services***

Youthdale is offering virtual support to new clients during the COVID-19 pandemic

- Service is available to clients (ages 6-19) and their families who may benefit from virtual support on a time limited basis
- Referrals are accepted directly from clients, families, Children's Aid Societies and Children's Mental Health Teams.
- Referrals will be reviewed by a team including psychiatry, social work, psychology to offer assessment, brief individual/family goal based intervention and support.
- For more details contact: 416-363-3751 EXT 2000