

# COVID-19

As Northwestern Community Services seeks to help people through life's challenges with quality behavioral health services, we recognize this time of uncertainty through COVID-19 creates many additional challenges. It is our goal to continue to support you in your behavioral health needs through safe & innovative ways such as telehealth as we follow the guidance of Local, State, and Federal government officials. The following changes in our daily operations are listed.

## CONCERN HOTLINE

Call us. We care.

540-667-0145

Frederick Co.

Winchester

Clarke Co.

540-743-3733

Page Co.

540-459-4742

Shenandoah Co.

540-635-4357

Warren Co.

**Substance Use Confidential  
Warmline: 833-626-1490**

**If you are experiencing a  
Mental Health Emergency,  
Please Call: 540-635-4804  
800-342-1462**



[www.facebook.com/Northwestern  
CommunityServices & NWCSB.com](https://www.facebook.com/NorthwesternCommunityServices&NWCSB.com)

**For links to additional resources  
that may be helpful to you at this  
time in your recovery.**



- ❖ **MEDICAL/MENTAL HEALTH SERVICES** – All clinics are currently checking all client/staff temperatures upon entering the building. Lobby/waiting rooms are closed. Most providers will be performing telehealth services through the duration of COVID-19. Labs & injections will follow standard protocols & will continue to be a personal interaction with a nurse. Medication mail delivery is being utilized as much as possible to restrict client traffic into clinics. Psychiatric Services and medication management will continue as usual & will utilize telemedicine as much as possible.
- ❖ **CASE MANAGEMENT & THERAPY:** Case Managers & Therapists will be checking in weekly with clients via zoom & with telephone contacts. The CMS will also be arranging for medications to be mailed to the individuals where possible. Therapists are able to provide therapy services via phone & Zoom (or other platforms that work for the individual client including face time or Skype).
- ❖ **SUBSTANCE USE DISORDERS:** Services for Substance Use Disorders (SUD) continues. SUD services currently offered: Substance Use Case Management, Outpatient Therapy, Group Therapy, Office Based Opioid Treatment (OBOT), Substance Exposed Infant Program (SEI), Peer Recovery Services, & the 24 hour/7 day a week Peer to Peer Warm Line. Services are being provided via Zoom &/or telephone with the frequency of such services being determined by the individual & clinician. Individuals seeking peer recovery services can call: 540-303-9824 or 540-664-4010; Peer 2 Peer Warm Line: 1-833-626-1490 toll free.
- ❖ **CHILD, YOUTH, & FAMILY:** Case Managers will be checking on families & remain available & accessible to them. If you believe your child is in crisis, please call your case manager during business hours, Concern Hotline after business hours (see phone numbers to the left for each locality), or go to the emergency room.
- ❖ **SAME DAY ACCESS:** The walk-in clinic will be closed through 3/31/2020. A lengthier closure may be necessary as we continue to monitor the community implications of the COVID-19. Please call 540-667-8888 for updates. Individuals seeking admission for services with NWCSB may call 540-667-8888; option 1, to leave a message. Your call will be returned to schedule an assessment. All new intake assessments will be completed via telehealth, through the use of video conferencing or by telephone.
- ❖ **DD SERVICES:** DD Case Managers will contact their active case management individuals that live alone on a weekly basis. For all other individuals, contact will be made on a monthly basis or more often if needed with case by case evaluation for need. DD Waiver Screenings will be scheduled for April 13th & beyond. This will be reevaluated based on new information coming in concerning the COVID-19. To make a referral to **REACH:** Contact the toll free information, crisis & referral line 855-897-8278. REACH is available 24 hours a day/7 days a week. Note – there will be a new REACH # effective April 1, 2020 at 12:01am.  
**Region I Children's Crisis Line: 888-908-0486**  
**Region I Adult Crisis Line: 855-917-8278**
- ❖ **PSYCHIATRIC REHABILITATION:** Our Family & Sunshine House are closed until further notice with daily phone contacts initiated.
- ❖ **WITHIN REACH PEER RESOURCE CENTER AT AMHERST & WARREN RECOVERY CENTER:** Closed until further notice.
- ❖ **CHAPIN HOUSE:** Closed to visitors at this time.
- ❖ **ADMINISTRATION:** Agency oversight, Quality Assurance, Facility Management, Information Technology, Human Resources, & agency operations will continue as usual.