



Agency Response to Corona Virus (COVID19)

March 18, 2020

Recovery Services of Northwest Ohio (RSNWO) takes great pride in the quality and accessibility of the services that we provide through all levels of care.

During this very unprecedented time, RSNWO wants to keep you informed of the actions we are taking to ensure that we can continue to provide these services while keeping clients and staff safe and healthy. The health and safety of employees and those we serve is our goal.

We will be taking the following actions:

Residential:

RNSWO will monitor current clients within the facility and will respond appropriately.

RSNWO has suspended future admissions at this time.

Visitations will be conducted via virtual connections.

Medication Assisted Treatment Program and Mental Health Injections/Medications

RSNWO will triage clients, and appointments will be coordinated to ensure treatment and medication needs are met.

Outpatient/Prevention

Telemedicine/Telephone Services will be made available for assessments, individual counseling and case management.

All on site Group counseling sessions are suspended.

While Schools are not in session we will work on alternative information dissemination methods

Driver Intervention and Defensive Driving Programs

All 72 Hour weekend programs are suspended for the remainder of March and April

Recovery Services is committed to continuing to provide services for our clients during this very difficult time. Staff will be on duty as we continue to inform and address our client's needs. At this time we are suspending and/or limiting on site visits; however we are providing telemedicine and phone services. We are taking this preventive measure as we feel obligated to do our part to slow the spread of this virus throughout our communities. While these are uncharted waters for all, we ask for your patience as we adjust in order to best serve our clients. We will be updating our website, www.rsnwo.org with postings of virtual client support meetings and further developments as we work to ensure continuity of client care.

It is our hope this temporary change in service delivery to mitigate the impact of this virus does not prove too inconvenient for anyone.

Should you have any questions, please feel free to contact us at 419-782-9920.