



## MEMORANDUM

**To:** ABHS Staff & Clients

**From:** Kevin McKenzie, CEO

**Date:** April 13, 2020

**Subject:** Notice of ABHS Business Operations in Response to COVID-19 (coronavirus)

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### **Continuity of Services/Business**

Effective immediately, Apache Behavioral Health Services issues this memorandum of ABHS Business Operations in Response to COVID-19 (coronavirus). Due to Tribal, state and federal public health recommendations to curtail/cancel public activities as well as state school systems closing, the business operations of ABHS have suspended non-critical appointments and programs as well as administrative and support operations since March 16<sup>th</sup>.

Counseling support services via telephone/telehealth, crisis services at Whiteriver Service Unit and Department of Corrections and via telephone/telehealth as well as care coordination services via telephone/telehealth/email/video conferencing will remain available. ABHS offices will be opened on an extremely limited basis and only to ensure essential services continue. The majority of ABHS staff will continue work through alternative work plans, including, but not limited to, telecommuting. Only healthy, emergency and essential personnel will report to work at ABHS offices. The Adult Shelter and Our Children's Shelter will maintain isolation protocols. All events scheduled at the Chief Dazen Pavilion are cancelled. **These measures are in place until May 4th or until otherwise noted.**

- Alternative Work Plans - Telecommute
  - Telephone support: 928-338-4811
  - GoToMeeting – HIPAA-compliant phone/video conferencing
  - Email communication – if needed for HIPAA compliant digital communication, staff are instructed to use the encrypt function

- Office 365 remote access, including Teams for secure phone/video conferencing and secure document sharing
- Essential Services
  - Crisis Services at Whiteriver Service Unit, Department of Corrections
  - Counseling support services via telephone/telehealth
  - Care Coordination via telephone/telehealth/email
- Essential Staff
  - Clinical – primarily remote, on-site crisis at Whiteriver Service Unit and Department of Corrections only
    - Protocall Crisis Phone Services
    - Clinical Supervisors
    - Program Managers
    - Designated paraprofessional staff per department/program
  - Shelters – on-site essential operations at Adult Shelter & Our Children’s Shelter
    - Director
    - Managers
    - Designated workers per department/program
  - Facilities – primarily remote, on-site essential operations at Chief Baha Building
    - Director
    - Chief Maintenance Supervisor
    - Security Personnel
  - Administration - primarily remote, on site essential operations at Chief Baha Building only
    - Department Directors
    - Designated staff per department
- Essential Facilities
  - Chief Baha Administration Building
  - Chief Dazen Pavilion
  - Adult Shelter (isolation protocols in place)
  - Our Children’s Shelter (isolation protocols in place)

All staff must consult with their immediate supervisors to determine next steps for alternative work plans. Please continue to monitor the following resources...

**ABHS resources**

- Visit [ABHS Announcements SharePoint](#) for staff information
- [ABHS Facebook Page](#) – Like & share the page to help update clients and community.
- ABHS [COVID-19 Preparedness webpage](#), updated as new information arises.

**ABHS Emergency Management email**

[emergencymanagement@wmabhs.org](mailto:emergencymanagement@wmabhs.org) is the central point of contact for our Emergency Management Team. If you have information or questions related to COVID-19 (caused by coronavirus), please contact us via email.

We'll update staff as new information becomes available. Meanwhile, review the resources and take precautions to protect yourself and others.