



March 24, 2020

To our Valued Stakeholders,

As you know, COVID-19 and the impact it has had on our State and our community has plunged us into uncharted waters. ImCal HSA recognizes that during times such as this our clients need us more than ever. Our offices remain open, however, we have made some adjustments to the way we deliver our services to comply with federal, state, and local guidance.

ImCal HSA management team has taken the necessary steps and implementing procedures to protect our clients and staff. Our services are available at all of our locations at this time; however, in an effort to limit in person interactions we will be utilizing tele-health and video conference capabilities to meet our client's needs. Here are some steps implemented and service delivery changes:

- On March 17, 2020, ImCal HSA implemented COVID-19 screening and temperature checks for all staff, persons served, and vendors visiting our facilities. ImCal HSA also began restricting visitors to each of our facilities.
- On March 20, 2020, many of our services were offered to clients by telephone or through tele-health services.
- Effective March 24, 2020, all ImCal HSA sites moved to skeleton crew of essential staff only on site. In addition, ImCal HSA provided staff the necessary IT equipment to work from home where applicable.
- ImCal HSA is still admitting new clients and urgent/emergent services will be addressed face to face in our clinics. Persons needing medication or appointments should call (337) 475-3100, Monday-Friday 8:00 am to 4:30 pm.
- Imperial Calcasieu Human Services Authority Helpline: 1-800-272-8367 is also available to any individual in need 24 hours day/7 days a week.

ImCal HSA is dedicated to serving our community during this time by continuing to provide mental health, addiction recovery, and developmental disabilities services.

Sincerely,

Tanya McGee, Executive Director