

Monday 7 March 2022

To: Our tangata whaiora, service users and whānau

You will be aware that we have COVID in our community and we want to reassure you that we remain here to support you and your mental wellbeing during the pandemic.

For the most part, our way of working with you will remain the same. However, as cases increase and/or impact our staff, we may need to adapt how we operate to ensure that we can continue to provide services as well as possible, to meet your needs safely.

We will continue with face-to-face appointments as a first choice. We may need to offer phone (virtual) appointments if face-to-face appointments are not an option (for example, if you have COVID symptoms). We may also be able to use audio-visual calling via mobile phones/computers. Staff will arrange that directly with you and your whānau.

To make sure we can reach you easily during this time, please let us know if the number listed on our records is NOT the best number to contact you on by phoning reception staff on one of the numbers below.

The following information has been prepared so you know where to get help if you, or a member of your whānau, needs our support.

Services and support in our community

Below is a list of our services and how to contact us [Monday to Friday between 08:30 and 16:30]:

- Community Mental Health and Addictions:
 - Napier: 06 834 1815 ext. 4220
 - Hastings: 06 878 8109 ext. 5700
 - Wairoa: 06 838 7099 ext. 4875
 - Central Hawke's Bay: 06 858 9090 ext. 5511
- Child Adolescent and Family Services (CAFS): 06 878 8108 ext. 5848
- Older Persons Mental Health: 06 878 8109 ext. 2950
- Te Ara Manapou: 0800 234 556

Help is available 24/7.

If you need help after these hours or someone you know needs urgent help, please call:

- If you're seriously concerned about someone's immediate safety:
 - Call 111 or go to the Emergency Department at your nearest hospital
- You can also:
 - Phone our Emergency Mental Health Service on 0800 112 334
 - Remain with them and help them to stay safe until support arrives.

If you are texting your keyworker, please remember to include your, or the service user's name. It would also be helpful if you could provide an email address if you have one.

Prescriptions

We will provide prescriptions as usual following any face-to-face, phone or virtual appointments and will send these to your designated pharmacy.

Please do not contact us unless you need the prescription within the following week. We have the ability to do these on a daily basis on weekdays and pharmacies will be open as usual.

National support and places to get help:

There are a range of other national resources and services available to help you, family /whānau and friends. : <https://mentalhealth.org.nz/helplines>

- **Need to talk?** Free call or text to [1737](tel:1737) 24/7 to talk to a trained counsellor
 - **Depression Helpline:** 0800 111 757 or free text 4202 (to talk to a trained counsellor about how you are feeling or to ask any questions).
 - **Lifeline:** 0800 543 354 (0800 LIFELINE) or free text 4357 (HELP).
 - **Samaritans:** 0800 726 666
 - **Youthline:** 0800 376 633, free text 234 or email talk@youthline.co.nz or online chat.
 - **Red Cross :** 027 8019661 or duty@redcross.org.nz
 - **Child Youth and Family, Oranga Tamariki:** 0508 236 459
 - **Alcohol and Drug Helpline :** 0800 787 797
-

Support during COVID-19

For reliable and up-to-date health information about COVID-19 visit Unite against COVID-19: covid19.govt.nz. This includes information about looking after your mental wellbeing and addiction information with links to apps, videos and more.

Please remember: if you have a planned appointment in the community or at Hawke's Bay Hospital; Napier Health Centre, Wairoa or Central Hawke's Bay, please stay at home and notify our reception by phone if you:

- have most common symptoms such as fever, new or worsening cough, sneezing or runny nose, sore throat or shortness of breath
- have been in close contact (this is defined as face-to-face contact closer than two metres for more than 15 minutes) with a confirmed case of COVID-19
- **if you have cold and flu symptoms, please stay home and contact your GP or Healthline for advice on 0800 358 5453.**

Your wellbeing is important to us so please reach out and we will work hard to continue to deliver services as normally as possible during these unprecedented times.

Ngā mihi, best regards,

All staff within the Mental Health and Addictions Service