

## COVID-19 Provincial Guidance for Rapid Access to Addictions Medicine (RAAM) Clinics

RAAM clinics continue to operate, with measures in place to promote safety for staff and clients.

Measures include:

- COVID-19 screening prior to entering the building
- Staggered appointment times in order to minimize the number of people in the waiting room
- Restricted entry to allow for social and physical distancing
  - Waiting room access is limited to clients and one (1) support person.
  - Depending on space, certain clinics may limit entry to clients only.
  - Support persons are able to participate in assessments and treatment planning virtually, upon the direction of the client.
- Whenever possible, appointments are being completed over the phone or by videoconference
  - Clients with scheduled follow-up appointments scheduled will be contacted by their clinic to determine whether a virtual appointment is feasible
  - Clients may also contact the clinic directly to provide a preferred phone number and/or email address to be used during a virtual appointment.
  - In-person appointments will continue for those clients unable to complete a phone or videoconference appointment. In-person appointments will be subject to COVID-19 screening and safety precautions.