

ONEIDA COUNTY SUBSTANCE USE TREATMENT PROVIDERS – Services Available & COVID-19 Updates Quick Reference Guide

AGENCY (Click on agency link to see agency –specific information)	Virtual Narcain Training	Narcain Drop-off OR Mail Service	Virtual Peer Recovery Support	In Person Peer Recovery Support	Outpatient Services (w/ COVID-19 Telephone Pre- Screening)	Medication Assisted Treatment via Telehealth	Extended Prescriptions for Medication Assisted Treatment	Inpatient Services (w/ COVID-19 Pre- Screening)	Mental Health Services via Telehealth
ACR Health	X	X	X	X		X	X		
Beacon Center - Rome						X	X		
Beacon Center - Utica						X	X		
Center for Family Life & Recovery	X	X	X						X
Community Recovery Center	X	X			X	X	X		X
Conifer Park (Out of County)					X			X	
Falcon Clinic						X	X		
Helio Health - Insight House	X	X		X	X	X		X	
Helio Health - Open Access Center	X	X							
Helio Health – Opioid Treatment Program	X		X	X	X		X		
McPike Addiction Treatment Center	X			X				X	
Milestones (CNY Services)	X				X	X	X		
Rescue Mission - Addiction Stabilization Center		X	X			X	X		
White Deer Run Treatment Network (Out of County)								X	

ACR Health

CONTACT:

Roberto Gonzalez

Prevention Director of the Syringe Exchange Programs

Phone: (315) 793-0661 (UTICA) Fax: (315) 735-9551

Email: RGonzalez@acrhealth.org or clarge@acrhealth.org

Address: 287 Genesee Street, Suite 200, Utica, NY 13502

Website: www.ACRHealth.org

COVID-19 UPDATE: All services being held virtually; all staff working from home. Programs are still running. Zoom meetings being held with clients. Syringe exchange program (deemed NYS essential service) is still operating. The Syringe Exchange Program is providing delivery services of program and overdose prevention supplies to every person in need who contacts agency. Beginning 4/23, and every Monday & Thursday afterwards, agency will be providing physical stationary services from outreach Recreational Vehicle at the rear parking lot of their Utica office. Social distancing perimeters will be set up and personal protective equipment will be utilized.

NARCAN:

Agency offering community wide Virtual NARCAN / Overdose Prevention Trainings through a secured Zoom connection every Monday at 1:00pm. Anyone interested in participating in this training must register for the training by emailing Ben Przepiora at

Bprzepiora@acrhealth.org

- Interested individuals can also visit ACR Health’s website (www.ACRHealth.org) to register for our Community Overdose Prevention training. Ben Przepiora will provide the persons with the required login link and other pertinent information. Trainees who complete the online training will receive a digital copy of their Narcan Training Certificate verifying the individual has been trained to be an opioid overdose responder.
- Trainees will be offered three options to obtain an Overdose Prevention kit. These options vary by needs, populations and regions. The options to obtain Overdose Prevention Kits are as follows:
 - N-CAP - At participating pharmacies (all regions)
 - Kit Drop-Off - at a designated time and location (all regions)
 - Mail Kits - USPS to physical address (all regions)

Addiction Stabilization Center (ASC) – Rescue Mission:

CONTACT:

Sarah Decker, BS, CASAC

Program Director

Phone: (315) 735-1645 ext. 2161

Fax: 315-732-4783

Email: sarah.decker@uticamission.org

Address: 210 Lansing St, Utica, NY 13501

Website: <https://uticamission.org/programs/addictions-crisis-center/>

NARCAN:

Contact Sarah Decker (contact information above)

COVID-19 UPDATE: Limited staff; all staff being screened with temperature taken at beginning and end of shift. Agency still taking admissions. The agency's peer engagement specialist is still working from home, and is communicating with clients via phone. Agency has NARCAN available for individuals and/or agencies in need.

PRECAUTIONS: No visitors. Continuing to monitor clients. Have a questionnaire and are limiting activities due to limited staff. Extra cleaning/mask and hand sanitizer. Requiring a screening and symptoms check for clients; if anyone shows signs, the agency doctor will be notified and the Health Dept. will be called.

Beacon Center:

HOURS:

Clinics: M-F 9:00 am to 8:00 pm.

Opioid Treatment Program (OTP): M-F 6:00 am to 3:00 pm, Saturday 6:00am to 9:30 am.

CONTACT:

Admira Spahic, LCSW, CASAC

Director of Program Operations

Phone: UTICA: (315) 735-1504; ROME: (315) 288-3840

Email: aspahic@beaconcenter.net

Address: UTICA: 1508 Genesee St, Utica, NY 13501; ROME: 303 W Liberty St, Suite A, Rome, NY 13440

Website: <https://beaconcenter.net/>

ONEIDA COUNTY SUBSTANCE USE TREATMENT PROVIDERS – Services Available & COVID-19 Updates Quick Reference Guide

COVID-19 UPDATE: We are planning to resume in person services on a limited basis at the office locations on 7/6/20. Staff working remotely from home via telehealth. Conducting groups, and medical appointments for MAT. Opioid Treatment Program (OTP) is open and following DEA/SAMHSA/OASAS guidance. If a client is stable, they are able to get 28 days of take home medication. If they are not stable, they are able to get 14 days of take home medication. If a client is new, Beacon Center will stagger appointments so that there is no congestion in the waiting room. Staff is still limited to 2 to 3 individuals.

Center for Family Life and Recovery (CFLR):

CONTACT:

Cassandra Sheets, LMSW

Chief Executive Officer

Phone: (315) 768-2645

Fax: (315) 733-1789

Email: csheets@cflrinc.org

Address: 502 Court Street, Suite 401, Utica, NY 13502

Website: <https://www.whenthereshelpthereshope.com/>

COVID-19 UPDATE: All staff working from home. Agency providing community-wide **Virtual NARCAN / Overdose Prevention Trainings** through a secured Zoom connection every Tuesday and Wednesday at 1:00pm. Anyone interested in participating in this training must register for the training by emailing Heather Youda at hyouda@cflrinc.org. To add trainings to your calendar, please click here:

https://zoom.us/join/tJwlcu6rqTMoHNUQ8yZ2W6bkv7iGrxD6Sn3d/ics?icsToken=98tyKuCgpi4tGdOdsh-GRow-Go_4KOnwtlxBgo1orUf8OXJkNAH9ILVLFaBnNI7j

*Agency has also added more virtual prevention programming; please visit their website (above) to see details.

Family Support Navigation (FSN):

- FSN 1:1 meetings are still available during this time through phone and telehealth video options. This can be a time of crisis or just added stress when routine is halted. CFLR is working hard to keep our families connected and supported. Started 3/18. Please call Ambi at 315-768-2665 to connect and schedule an appointment.
- FSN classes. In these classes we work on skills and support for families impacted by substance use. FSN weekly online class Started 3/24 Tuesdays 1:00-2:00pm
- The FSN Facebook Group was created with daily tips and tools/discussion prompts to create a support venue for families. CFLR Family Recovery Wellness Collective started 3/20. Click the link to join! <https://www.facebook.com/groups/3910803405604230/>

Recovery Services:

- Recovery Coaching - Our certified recovery peer advocates are available for 1:1 coaching. This continues virtually and via phone meetings. Please call Katie at 315-768-2650 to get engaged!

ONEIDA COUNTY SUBSTANCE USE TREATMENT PROVIDERS – Services Available & COVID-19 Updates Quick Reference Guide

- The Recovery Community Facebook Group has daily discussion prompts, tools, avenues for support, and postings for live events over the course of the week. Over 160 members and growing! CFLR H.O.P.E and Wellness Recovery Community started 3/20. Click on the link to join us!
<https://www.facebook.com/groups/666695424117024/>
- H.O.P.E. Events continue virtually started 3/23 with 2-3 per week. HOPE stands for Health Opportunities in Projects of Engagement. We use various activities as a vehicle to bring people together, share recovery stories, and build support, while having fun! Events are most easily accessed through the Facebook group and are held on the Zoom platform.
- Recovery Coffee Hour 2-3x per week. This is a new addition thanks to feedback received from our virtual HOPE events. We are finding the video connection through Zoom and other video conferencing has been bringing the simple excitement in seeing someone else from home! Schedule and link will be posted in the group!

Community Recovery Center (CRC):

HOURS:

Monday & Friday: 8:00 am – 4:00 pm

Tuesday, Wednesday, Thursday: 8:00 am – 7:30 pm

CONTACT:

Ashlee Thompson

Director Outpatient Behavioral Health Services

Phone: (315) 334-4701

Email: athompson1@romehospital.org

Address: 264 W Dominick St, Rome, NY 13440

Website: http://www.romehospital.org/Community_Recovery_Center.aspx

COVID-19 UPDATE: In-person assessments/individual/MAT appointments available as needed; following appropriate social distancing. Staff remains in the building, conducting business as usual through telehealth and telephonic communication. Conducting groups/individual sessions, new patient screenings, MAT inductions, and mental health appointments via telehealth or telephone. CRC offers outpatient services – both outpatient and IOP services - offering individual (to include significant other and continuing care services), nursing appointments, and 26 different groups all via tele health! Agency is also providing **Virtual Narcan trainings** every Friday at 1:00PM:

Join URL: us04web.zoom.us/j/77065670081

Meeting ID: 770 6567 0081

Dial In at: 1.646.558.8656

If you are unable to join, please contact Michelle Barrett, RN, at mbarrett@romehospital.org to schedule a virtual one-on-one training.

Conifer Park:

HOURS:

24/7 Inpatient facility. Outpatient services vary, but are generally open M-F, 8:30am-7:00pm

CONTACT:

Colleen Callaghan-Kirkland, CASAC

Regional Director

Phone: (800) 989-6446 or 1-800-926-6433 (ADMISSIONS) or 315-729-3218 (CELL)

Fax: 518-691-9317

Email: ccallaghan@libertymgt.com

Address: 79 Glenridge Rd., Glenville, NY 12302

Website: <http://www.coniferpark.com/>

COVID-19 UPDATE:

Detox & Inpatient: Open and accepting patients. MAT available (including vivitrol & buprenorphine/methadone induction). Detox and inpatient services with screening for COVID, transportation still available. Local contact: Colleen Callaghan-Kirkland at 315-729-3218

Outpatient/OTP: All locations open - Call specific location directly. Outpatient services delivered via telehealth. No change in referral process.

Falcon Clinic (For Health, Wellness & Recovery):

HOURS:

Open M-F, 9:00am - 5:00pm

CONTACT:

Paula Chmielewski

Office Manager

Phone: (315) 507-4751

Fax: (315) 765-6056

Address: 1 Oxford Crossing #1, New Hartford, NY 13413

Website: www.falconclinic.com

ONEIDA COUNTY SUBSTANCE USE TREATMENT PROVIDERS – Services Available & COVID-19 Updates Quick Reference Guide

COVID-19 UPDATE: The Falcon Clinic for Health, Wellness, and Recovery during this crisis is now accepting patients for stabilization and maintenance treatment with Suboxone/Sublocade, in addition to our hallmark tapering program to assist patients in their addiction management needs.

Call (315) 507-4751 to schedule an appointment in person or with Telemedicine. Go to our website, [FalconClinic](#) for further information about our services. We are also on Facebook.

Helio Health - Insight House:

HOURS:

Monday & Friday 8:00 am – 4:30 pm Tuesday, Wednesday, Thursday 8:00 am – 8:30 pm

CONTACT:

Susan Zdanowicz

Vice President of Utica and Mohawk Valley Services

Phone: (315) 724-5168

Fax: 518-691-9317

Email: szdanowicz@helio.health

Address: 500 Whiteboro Street, Utica, NY 13502

Website: <https://insighthouse.com/> *Follow the Insight House Facebook page for daily updates for clients and fellow service providers.

UPDATE: Still accepting new patients into the residential, day rehab, and outpatient programs. Asking individuals to call and complete a brief screening survey, if possible. This is to ensure the safety of all patients, families and staff. Please note that walk-ins are still welcome from 8:00 AM – 3:00 PM Monday through Friday. The health and safety screening will be completed at the door. Telehealth is available for intakes, groups, individual counseling appointments and medications assisted treatment appointments.

Beds currently available in residential program; no one is showing symptoms of being sick. Should someone show signs, they will be seen by agency doctor and their primary care doctor will be notified. If a resident is on methadone, they are currently going to the clinic every other day and given a take home dose. This is to cut down on how many times a resident leaves facilities, as well as to cut down on clients at the OTP. Day rehab and outpatient are currently utilizing telehealth for individual and group sessions. Agency will still see individuals face to face if needed; individuals are screened over the phone with questions regarding COVID 19; when the individual arrives they have their temperature taken.

NARCAN: Instructing anyone in need of Narcan to contact: Andrea LoParco (aloparco@insighthouse.org). As of now, agency does not have an online training available. All current clients are offered Narcan training and a kit at intake. In addition, agency's website and Facebook page ask anyone in need of a kit to e-mail Andrea directly and she will make arrangements to meet/train them on an individual basis. Andrea will travel directly to community members and will deliver Narcan 7 days a week. She offers people more than 1 kit if they are in high risk situations (active use, family member/loved one of an active user). Agency currently has 70 kits on hand and can order more as needed. Insight House has 2 nurses and a Peer Advocate that are also DOH certified trainers. They train on site as requested.

ONEIDA COUNTY SUBSTANCE USE TREATMENT PROVIDERS – Services Available & COVID-19 Updates Quick Reference Guide

This update covers Insight House, Milestones, the Opioid Treatment Program (OTP), as well as the Open Access and Detox Centers: Asking all new patients to call for a basic COVID-19 prescreen before coming to our facilities. The OTP clinic chain of custody form has been sent to OASAS for review and sign-off, so that we may deliver methadone through a third party if necessary for people quarantined or at risk for regular clinic visits. We encourage all prescribers to write bridge scripts for a longer duration than normal for patients transitioning levels of care. A task force was created to establish a process map for telegroup counseling capabilities for outpatient and residential settings.

Additionally, Helio Health & affiliates Insight House and CNY Services are now able to provide **virtual Narcan training** via Zoom. Training may be individually or in groups. Information will be provided to trainees regarding the NCAP program and obtaining a kit from a local pharmacy. Additionally for those who lack insurance, or those who may find obtaining a kit from a pharmacy to be a barrier, kits can be mailed directly to them upon course completion. Any individual that is in a high risk situation (active use, loved one of an active user) can still have a kit personally delivered 7 days per week with a short training done in person. Virtual training's can be arranged by emailing me at aloparco@insighthouse.org.

Helio Health - Milestones (CNY Services):

HOURS:

M-F 8:00 AM-4:30 PM

CONTACT:

Brian Decker

Program Director

Phone: 315-507-5800

Email: bdecker@insighthouse.org

Address: 502 Court St, Suite 210, Utica, NY 13502

Website: <https://www.cnyservices.org/oneida/clinical-programs/>

COVID-19 UPDATE: Asking all new patients to call for a basic COVID-19 prescreen before coming to our facilities. Currently utilizing telehealth for all services (excluding necessary medical appointments).

Helio Health - Open Access Center:

CONTACT:

Phone: (315) 471-1564 ext. 173

Address: 329 North Salina Street, Syracuse, NY 13202

Website: <https://www.helio.health/treatment-programs/regional-open-access-center-for-addiction/>

COVID-19 UPDATE: Open 24/7, business as usual with the exception of not being able to transport patients at this time.

Helio Health - Opioid Treatment Program (OTP):

HOURS:

ONEIDA COUNTY SUBSTANCE USE TREATMENT PROVIDERS – Services Available & COVID-19 Updates Quick Reference Guide

Mon-Fri 6:00 am to 3:30 pm; Sat 7:30 am – 11:30 am

CONTACT:

Carolyn Scavone

Phone: (315) 624-9835

Email: cscavone@helio.health

Address: 1213 Court Street, Utica, NY 13502

Website: <https://www.helio.health/about/locations/utica-opioid-treatment-program/>

COVID-19 UPDATE: Opioid Treatment Program is open, is taking referrals, and has no waiting list for individuals with an Opioid Use Disorder. New admits at this time are face to face (may go to telehealth in the near future). Changes to dosing schedule to reduce the number of patients in the building at one time. MAT choices available include **Methadone, Suboxone, and Subutex**. Individuals who qualify for the program are admitted within 24 hours from their assessment, there are over 12 different groups for individuals to choose from, and clinical and group appointments are being conducted through telehealth. Additionally (due to COVID-19) individuals are assessed for additional take home doses of medication due to their age, health conditions, and exposure (weighing against the risk of diversion). Peer services being provided virtually; in-person peer services are provided to those without access to consistent/available phones who wish to meet in person (we practice social distancing and wear appropriate PPE in these instances).

McPike Addiction Treatment Center (ATC):

HOURS: M-F, 8:00AM-4:00PM

CONTACT:

Stephen McLaughlin, MS, CASAC , Director

Phone: OFFICE: 315-738-4600; ADMISSIONS: 315 738- 4465; DIRECT: (315)-738-4607

Fax: (315) 738-4437

Email: Stephen.McLaughlin@oasas.ny.gov

Address: 1213 Court Street, Utica, NY 13502

Website: <https://oasas.ny.gov/location/mcpike-addiction-treatment-center>

COVID-19 UPDATE: Agency is still admitting clients. Call the admission dept. at (315) 738-4465 with any questions, or contact: Stephen McLaughlin.

Agency is also providing virtual Narcan trainings. These trainings are available via Webex on an AS NEEDED basis. Interested parties should contact Beth Baldyga, Admissions Coordinator (315-738-4608). Agency can deliver kits via mail and/or drop them off.

White Deer Run Treatment Network:

HOURS:

ONEIDA COUNTY SUBSTANCE USE TREATMENT PROVIDERS – Services Available & COVID-19 Updates Quick Reference Guide

ADMISSIONS – 24 hours per day / 7 days per week
518-880-9233 OR 315-351-2928 OR 518-238-8380
Admissions frequently occur within 24 hours of referral time
Transportation Provided

FACILITIES

www.WhiteDeerRun.com

Huntington Creek Recovery Center – Licensed Co-Occurring
Bradford Recovery Center - Licensed Co-Occurring
Cove Forge Behavioral Healthcare - Licensed Co-Occurring
Pocono Mountain Recovery Center
Lehigh County Center for Recovery
White Deer Run of York - Detox
White Deer Run of York at Mt. Zion
White Deer Run of Lebanon
White Deer Run of Lancaster
White Deer Run of Allenwood
White Deer Run of Blue Mountain
Bowling Green Brandywine Recovery Center

CONTACTS:

Cassandra Anderson, CRPA, CARC
NYS Regional Service Coordinator Clinical Liaison
M: 518-880-9233
F: 518-252-4658

Cassandra.Anderson@acadiahealthcare.com

Francine Santucci
NYS Regional Service Coordinator Clinical Liaison
Mobile: (315) 351-2928
Fax: (315) 818-0024

Francine.Santucci@acadiahealthcare.com

Jeffrey B Mayer, CASAC-II, ICADC, CRPA, CARC
NYS Regional Service Coordinator
M-518-490-9787
F-518-252-4818

Jeffrey.mayer@acadiahealthcare.com

ONEIDA COUNTY SUBSTANCE USE TREATMENT PROVIDERS – Services Available & COVID-19 Updates Quick Reference Guide

Oneida County Overdose Fatality Spike UPDATE:

In response to the recent increase in overdoses within Oneida County, White Deer Run Treatment Network has created a **special response team** that will be able to expedite the referral/admission process for individuals who are insured by Fidelis Managed Medicaid, CDPHP Managed Medicaid, and all Commercial Insurance Plans.

We are a large network of treatment programs that are here to help. In order to make the referral process easier, we have chosen to keep NY Regional Service Coordinator Clinical Liaison Cassandra Anderson as your point of contact. Please don't hesitate to call her at 518-880-9233. We have beds available, transportation on standby, and treatment teams that have literally helped tens of thousands of people over the past four decades find recovery, freedom, and peace of mind.

White Deer Run COVID-19 UPDATE:

As the impact of COVID-19 continues to increase, we want to take a moment to inform you of the precautions taking place within the White Deer Run Treatment Network. We have been working diligently with Acadia Healthcare's national corporate quality and compliance teams, receiving proactive and ongoing support that is guided by and in adherence to the recommendations distributed by the CDC. Updates from the CDC are consistently monitored to ensure that all guidance received is based on the latest information released.

Specific examples of the precautions we have put in place are as follows:

- All staff members have received infection prevention and control training and are meticulously monitored to ensure compliance.
- CDC informational posters are on display to provide important reminders on proper infection prevention procedures.
- Thorough disinfection and hygiene guidance has been provided and is being monitored.
- We are monitoring and ensuring appropriate utilization of patient care supplies such as masks and hand sanitizer.
- We are reviewing cleaning service contracts to confirm that additional support is available.
- We have created and implemented the use of detailed checklists to cover key areas such as equipment disinfection.
- We are routinely checking that personal protective equipment items are properly and securely stored.
- We continue to review visitation policies and have enhanced screening measures.
- We are in communication with our local health department to receive important community-specific updates.

Should a patient present with flu symptoms, the following measures will be taken:

- Our staff members would promptly employ personal protective equipment as required.
- We would immediately contact the local health department for specific directions.
- We would contact the local medical center to arrange for the patient to be transferred into their care for testing and treatment.

The safety of our patients, their families, and our employees is our top priority, and we will remain steadfast in our efforts to reduce any risk associated with COVID-19. If you have any questions or concerns, please contact NY Regional Service Coordinator Jeffrey B Mayer at 518-238-8380.

We remain without a single confirmed case of COVID-19.

We hope that you will take note of our 3 facilities that are licensed to treat both Mental Health and Substance Use Disorders.

ONEIDA COUNTY SUBSTANCE USE TREATMENT PROVIDERS – Services Available & COVID-19 Updates Quick Reference Guide

In particular, Bradford Recovery Center and Cove Forge Behavioral Healthcare can often provide treatment for individuals diagnosed with more severe Mental Health.

Please reach out to NY Regional Service Coordinator Jeffrey B Mayer for further information. 518-238-8380