



May 21, 2020

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FOR IMMEDIATE RELEASE

## **LifeWays Employees Advocate for Consumers During COVID-19**

Jackson, Mich. - On March 17, 2020 due to the Executive Order to Stay Home related to COVID-19, LifeWays Community Mental Health moved to essential services only and began to use telehealth whenever possible. All of LifeWays' clinical staff adapted quickly to the new normal of telehealth. This dedication helped LifeWays to focus on sustaining the mission of providing outstanding behavioral health services while ensuring the safety of both consumers and staff. One shining star employee was Nursing Care Manager, Courtney Sullivan, RN, BSN.

Sullivan has taken on the extra responsibility of identifying and tracking all consumers who are symptomatic, tested, diagnosed, or living with family members who are positive with COVID-19. It is extremely time consuming to track over 6,000 consumers, but she stepped up to the task. She has coordinated with the case holders, health departments and primary care doctors to monitor the impact of COVID-19 on the LifeWays population. She has tracked these individuals with weekly follow-ups to monitor the status of their recovery.

"She is such an advocate for the consumers. She has worked to ensure services are being received, voiced concern if consumers were not getting tested or treated, educated homes on proper use of Personal Protective Equipment (PPE) and how to care for consumers," says Gina Costa, LifeWays Chief Clinical Officer.

LifeWays sincerely appreciates its staff's commitment to providing the best behavioral health services, even going above and beyond to protect those most vulnerable. LifeWays also appreciates its consumers' and its community's flexibility during this time to help ensure the health and safety of all.

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An infectious disease outbreak is likely to affect the mental health of many. Amid such an outbreak, you should monitor your own physical and mental health. Know the signs of stress and try to recognize it in yourself and your loved ones. If you are struggling with your mental health, you can contact LifeWays Community Mental Health 24/7 at 1 (800) 284-8288.

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### **LifeWays Community Mental Health**

LifeWays Community Mental Health provides mental health support, information, and services to residents of Jackson and Hillsdale counties. LifeWays ensures that all county residents who have a severe mental illness, emotional disturbance, intellectual or developmental disability, or substance use disorder receive the services they need to assist them in recovery. For more information, visit [LifeWaysCMH.org](http://LifeWaysCMH.org). Hope and help begin at LifeWays Community Mental Health.

#### **Jackson Location**

1200 N West Ave  
Jackson, MI 49202

#### **Hillsdale Location**

25 Care Dr  
Hillsdale, MI 49242