



Serving our Neighbors with the Greatest Need

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Pathways was quick to respond to the impact that COVID-19 has had on our staff and those that we serve. Early on we moved to working remotely and were able to mobilize the majority of our staff within the first week. Our priority has been on maintaining support for the individuals we serve, while being able to keep everyone as safe as possible. Prior to confirmation that telehealth services would be expanded, we began shifting our services and supports to video and audio options. This is but one example of our prioritizing the safety and care of everyone involved in our system.

We have also continued to provide face-to-face services for any who need it. This has included support for individuals who are in crisis, those who need access to medication or injections, and those who receive supports in residential settings. Staff have selflessly placed themselves at risk for exposure to illness. In one example, an individual presented at one of our offices. He was clearly ill, with fever and cough. He was also homeless and had nowhere to go. Staff not only connected him to a local hotel, but also drove him there and helped him check-in. Due to the fact that pathways had purchased PPE and retrofitted our vehicles, staff was able to transport this person as safely as possible.

Our clinical staff have been busier than ever. The current situation has caused significant distress for many of those that we serve. Clinical and direct care staff have responded with additional contacts and supports. This includes creative uses of teleservices, having contacts as often as every day, and collaborating with other providers in the community.

Our providers in residential settings have been amazing to work with. They have managed the Stay at Home order, with creativity and compassion. The staff places themselves at risk for exposure every day, and have continued to demonstrate their focus on the health and safety of those they serve.

Staff have pulled together, are supporting one another, and have truly shown their heart for the work that they are doing. This is further demonstrated by their using their talents and time to turn hobbies into helping. Staff have taken the time to make cloth facemasks and plastic face shields. They have then donated them to help protect other staff and those that they are serving. Those who choose to work in Mental Health do so because they deeply care about the lives of others. During this crisis, that has been abundantly clear.

