



[www.flacra.org](http://www.flacra.org)

28 East Main Street  
Clifton Springs, NY 14432  
(315) 462-9466  
Fax (315) 462-6400

## A letter from our Chief Executive Officer

We recognize the challenges posed by the COVID-19 health crisis and have taken significant steps to continue providing the services you rely on, while protecting the health of other clients, staff and our community.

### We are open

We are an Essential Healthcare Provider by New York State and are open and offering all treatment and recovery services at all FLACRA locations. Our team is working diligently to maximize treatment options using telehealth and telephonic services. This enables us to use video conferencing services, such as Zoom Health, to virtually connect you to healthcare providers, so you don't have to travel to get the care you need and can practice social distancing. We are contacting clients in advance to provide information on accessing their individual and group sessions.

**If you have an urgent addiction or opioid crisis, please call (833) 435-2272 for immediate response. We are providing 24/7 onsite emergency support for those in crisis.**

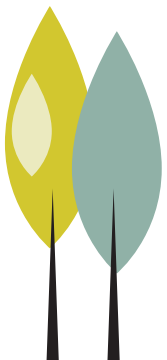
**Limited on-site services in all programs are available for urgent needs. To keep our staff and clients safe, we ask anyone who feels ill to please call us first at 1-833-4-FLACRA (1-833-435-2272) for further assistance and additional options for care.**

### Safety precautions

To ensure all facilities have the highest standards of safety, we are adhering to CDC guidelines for COVID-19 and social distancing best practices. Anyone entering our buildings must complete the CDC prescreen questions and a precautionary temperature check. Personal Protection Equipment (PPE) has been made available to staff working in the field.

As this situation continues to evolve, our leadership team will work with government, community providers, health and community partners to implement and adhere to all necessary safety measures for the health and wellness of our clients.

We thank you for your placing your trust in us as we navigate this situation. Please contact us with any questions or concerns. For up-to-date news, please visit [flacra.org](http://flacra.org) and follow us on Facebook at [facebook.com/FLACRAny](https://facebook.com/FLACRAny).



**Together We Will**

Providing Addiction and Behavioral Health Services Throughout the Finger Lakes Area