

# Make the Call

24/7 Opioid Response Team

**833-4-FLACRA**  
(833-435-2272)

## A letter from our Chief Executive Officer

At FLACRA, we recognize the challenges posed by the COVID-19 health crisis. We have taken significant steps to continue serving individuals and their loved ones affected by substance use and other health-related disorders, while protecting the health of our clients, staff and community.

### We are open

We remain open and offering all treatment and recovery services at all FLACRA locations. Our team is working diligently to use telehealth and telephonic services to serve clients and their loved ones, and limited on-site services in all programs are available for urgent needs. All programs are taking referrals and new admissions, and residential programs continue to provide all levels of treatment.

**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.**

### 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 support as we work together to serve our community. 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).



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

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Providing Addiction and Behavioral Health Services Throughout the Finger Lakes Area