

# Important Service Update

In response to the Coronavirus COVID-19 pandemic from 01.04.2020 until further notice our centre opening times will be reduced.



**Contact us by telephone and secure email between 9am-5pm**

Telephone: **03000 2666666**

Email Adult Services: **[cddars.adult@humankindcharity.org.uk](mailto:cddars.adult@humankindcharity.org.uk)**

Email Young People's Services: **[cddars.yip@humankindcharity.org.uk](mailto:cddars.yip@humankindcharity.org.uk)**

**Revised opening hours:**

**Centre for Change, Durham City      Saddler House, Bishop Auckland**

**Mon - Fri (except Bank Holidays) 10am - 12noon & 1pm - 3pm**

**Peterlee – currently operated from Seaham Primary Care Centre**

**From 01/04/2020 - Wednesday, Thursday, Friday 11am - 3pm**

**From w/c 06/04/2020 - Tuesday, Wednesday and Thursday 11am - 3pm**

Provision is as follows:

- **Basic essential clinical interventions** - including OST re-starts, new clients, out of area transfers and prison releases. All those accessing clinical and non-clinical psychosocial services continue to be supported via remote provision.
- **Needle Exchange**
- **Assessment and Triage** (some assessments may be provided via telephone)

**Visiting our centres**

We aim to support as many clients as possible via phone and email as appropriate. Any client who is due to attend the centre will be asked if they or anyone they live with has shown COVID-19 symptoms. If so then alternative arrangements will be made.

We are exercising the 2 metre social distancing guidance and have adapted waiting areas and rooms to support this. It may be that at times clients may be asked to wait outside if there are too many people in the building. We would ask for patience throughout this difficult period.

Thank you for your continued cooperation