Pennsylvania’s Department of Drug and Alcohol Programs (DDAP), in partnership with the Pennsylvania Liquor Control Board, has developed a process to support individual’s facing alcohol withdrawal due to the closure of Fine Wine & Good Spirit Stores during COVID-19 mitigation.

**THE PROCESS**

**Call 1-800-662-HELP (4357)**

The first step is to call Pennsylvania’s Get Help Now Hotline if you interact with an individual experiencing alcohol withdrawal. The hotline staff will perform a brief screening developed to assess how to best serve the caller.

For individuals who are refusing treatment and do not require immediate medical attention, a process has been established using community resources to support individuals identified as alcohol-dependent or addicted.
COVID-19 GUIDE

THE NEW PROCESS MAPPED OUT

Individual in alcohol withdrawal

Individual concerned about potential for withdrawal

Someone else ID’s individual in withdrawal or at risk for withdrawal

Call Hotline and brief screening performed

Individual refuses treatment and does not need medical assistance

SCA or designated entity provides resources and assists with ordering alcohol

Alcohol ordered for next day delivery at individual’s home or location IDed by SCA

For individuals who are refusing treatment and do not require medical attention
Individual concerned about potential for withdrawal

Someone else ID's individual in withdrawal or at risk for withdrawal

Call Hotline and brief screening performed

LOW RISK: Individual is not yet in withdrawal or very early withdrawal

SCA or contracted CRS provides resources and follow-up monitoring

MEDIUM RISK: Individual is in moderate withdrawal and accepts treatment

SCA or provider uses telehealth to perform assessment and begin withdrawal management

HIGH RISK: Individual is in severe withdrawal and accepts treatment

Hotline directly connects individual to facility for withdrawal management

Follow-up by provider or referral to another entity for continued care

Individual refuses treatment and does not need medical assistance

SCA or designated entity provides resources and assists with ordering alcohol

Alcohol ordered for next day delivery at individual's home or location IDed by SCA

If at any point the individual reverts to refusal of treatment, they should be referred to the SCA where resources can be provided and alcohol could be ordered to prevent the onset of withdrawal.