

July 8, 2020

Dear Families,

We would like to let you know about recommendations due to our current COVID-19 situation. The Department of Health is recommending that our staff and clients wear surgical masks when they are in contact with each other. As such, you will see that all of our Edgewood team will be outfitted with surgical masks in order to ensure the health and safety of you and your family. We ask that you follow these guidelines when you are on our Campus. You will be asked to wear a mask at the Nursing Office during your time with us. Your youth will also be encouraged to wear a mask during their stay.

We understand that wearing masks or seeing them on others may sometimes create feelings of discomfort or upset in others. Please know that our staff will be working with your child to ensure that their questions and any fears are addressed so that they feel secure and grounded with this guideline.

Edgewood also firmly adheres to social distancing guidelines as set forth by SF DPH during the COVID-19 pandemic. As such, all visits with youth will currently occur virtually – via phone, Facetime, Zoom, or another virtual platform – except in unique circumstances, as determined by our Medical Director. We hope you understand...and know that under normal operating circumstances, we would encourage family visits. However, we must work to protect the safety of our community and ask that you work with us on this issue.

In addition to limiting our visitors, our clinicians will be conducting our family therapy sessions via telephone or Zoom, instead of in-person. This is also to limit exposure and keep you and our clients safe during this time.

Lastly, should you youth require a visit to the Emergency Room or Urgent Care during their time with us, we will be requiring you to pick up your child to transport and accompany them on their visit. At this time, we are unable to accompany your child for this service. If you are unable to be with your child, we will have to discharge your child to your care so that they may receive the medical care that they need. Again, this is to limit exposure for our residential programs while also ensuring that your child receives medical attention.

If you have any questions or concerns, please do not hesitate to let us know. We are here to work with you during this time.

Thank you,

**Christine Garcia, PsyD**

*Pronouns: she/her/hers*

San Francisco Regional Director