

September 15, 2020

Dear Families,

We would like to let you know about current policy and 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. Our Edgewood teams use surgical masks in order to ensure the health and safety of you and your family. We require you to follow the same 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 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 in-person family visits.

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.

There are several situations in which we ask that you pick up your youth from Edgewood. Should they require a visit to the Emergency Room/Urgent Care while in program, we require that you pick them up to transport and accompany them on their visit. At present, we are unable to accompany youth for this service. If you refuse to be with your child, we may have to discharge your youth from the program. Lastly, should your youth show symptoms and/or test positive for COVID-19, we will discharge them to you. Again, this is to limit exposure for our residential programs while also ensuring that your child receives important medical attention. If your youth does not have a home or guardian(s) to return to, we have limited quarantine space where they will be able to stay until a plan for their continued care and discharge is created.

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