



Working together to reduce the risk of COVID-19 transmission

Hello,

During these challenging times, keeping children, youth, families and staff safe is our priority at EveryMind. You are receiving this letter because you and/or your child or youth will be participating in face-to-face service with us – and that involves working together as a team.

There are benefits and risks to receiving services, and this is especially true for in-person services during the current pandemic. When meeting with our staff in your home or in the community, it is important to consider your individual situation, carefully weighing your goals and needs with the potential benefits and risks.

The box to the right explains how EveryMind is working to limit the spread of the COVID-19 virus. While these steps are best practices for infection prevention and control, they cannot guarantee that the virus will not be transmitted while meeting with us.

Before any in-person appointment or service, you will be asked to complete a health and safety screener with one of our staff. You along with our staff and everyone participating in face-to-face services will need to meet in a clean environment, wear a mask, practice proper hand hygiene, and keep physical distancing at all times during our meetings. If you, members of your family, or staff feel unsafe at any time during a meeting, we will agree to end the meeting and either reschedule for another time or arrange to meet over video or by telephone.

You are a vital part of the team that is working to keep everyone as safe as possible. As such, we ask you to follow public health guidelines at all times, even when not participating in an EveryMind service, to protect yourself while limiting the spread of the COVID-19 virus.

We understand the additional effort needed to follow these measures.

Thank you for being part of our team and helping us keep our services safe for everyone.

We are all in this together!

What is EveryMind doing to help prevent the spread of the COVID-19 virus?

Best practices we are using:

- screening all children, youth, caregivers, staff and participants before any face-to-face services
- limiting the number of staff, children, youth and family members at meetings to allow for physical distancing
- encouraging everyone to wash their hands and/or use hand sanitizer frequently
- requiring all staff, clients and family members to wear masks and/or other required personal protective equipment (PPE) while meeting, and providing PPE if needed
- bringing only what is needed for meetings, and sanitizing shared items before and after meetings