



August 4, 2020

TO: Sweetser Clients and Parents/Guardians

Sweetser is following guidelines provided by the Maine Center for Disease Control & Prevention (CDC) to prevent the spread of COVID-19. In accordance with that guidance, we have established family visits for clients within our Residential programs. Please contact the program directly, or call 1-800-434-3000 to find out details on how to participate in these visits.

We continue to offer contact with clients of all ages via telephone or video. Again, contact the program directly or call 1-800-434-3000 to learn how to participate. Thank you for your patience and understanding of these important measure to ensure the health and safety of our clients and staff.

In the meantime, Sweetser services continue to be offered. Our clinicians and other staff members have embraced Telehealth technology as an option and continue to provide services to our clients of all ages, including within the following programs: School-based Services, Behavioral Health Home for Children and Adults, Primary Care Integration, Children's Residential and Education, Crisis Support Unit, Mobile Crisis Intervention, New England Eating Disorders (NEED) program, Intentional Warm Line, Adult Residential, and Developmental Services. Call 1-800-434-3000 to connect with Sweetser services. Other resources are available by calling the Maine Crisis Line at 1-888-568-1112, or the Intentional Warm Line at 1-866-771-9276.

Please confirm appointments with your provider *before arrival* at a Sweetser location so we can evaluate how to provide support.

Let us know if you or a family member has any of the following symptoms that are either new, worse or cannot be explained by a pre-existing medical condition:

- Fever or chills (100.4 F or greater)
- Cough
- Shortness of breath
- Fatigue
- Muscle or body aches
- Headache
- New loss of taste or smell
- Sore throat
- Congestion or runny nose
- Nausea or vomiting
- Diarrhea

Sweetser will continually reassess the situation and update as necessary. Contact your provider directly for more information. Thank you!