

Dear Clients and Caregivers -

A Chance To Grow is NOT closed, and you will still be able to access the services you need if you want them. You should know that because our mission is to ensure children and adults can reach their highest potential, we always place the health and safety of those we serve first. Recognizing that many of our clients are immune-compromised, we are taking every precaution available to keep our environment as safe as possible during the COVID-19 health emergency. Here are the steps we are taking:

1) First, we ask for your cooperation: Should you or your child experience any symptoms of illness, please call and cancel your appointment. (There will be no fee charged for last minute cancelations.) We ask that anyone experiencing any signs of a cold, the flu or infection remain at home for the safety of others. Symptoms include:

- Fever
- Cough
- Shortness of breath
- Runny nose
- Sore throat
- Nausea
- Congestion

2) We are restricting nonessential visitors to the clinic. This includes having only one adult per client under the age of 18 years of age to accompany the child.

3) To help stop the spread of germs, we will not have the usual toys for children to play with. Please be sure to bring items of interest to occupy your child(ren) while waiting.

4) We have instituted new cleaning and disinfecting policies. The reception and waiting area will be wiped down throughout the day, and all rooms where clients have sessions will be disinfected with a chlorine-based cleaner between EACH client use.

5) We are implementing and encouraging social distancing in our treatment spaces as well as waiting areas. Additional chairs will be added to waiting spaces to allow for distancing.

6) Deep cleaning and disinfecting will happen throughout the building during the day, cleaning other common areas.

7) Certain areas around the building will be shut down and unavailable to limit exposure.

8) ALL clients and employees will be required to wash their hands before and after their session.

9) Gloves and masks will be used as the situation dictates.

As we work together through this challenging time, our ultimate goal is to ensure that you and your family get the services you need in the safest possible way. Thank you for your cooperation, and we will continue to update you with any changes.

Sincerely,

Erica Dickerson  
Executive Director  
A Chance To Grow