



March 23, 2020

TO: Sweetser Clients and Parents/Guardians

Thank you to everyone for understanding that we have made changes to ensure that our clients and families continue to receive needed services, while working within the recommended guidelines of the Centers for Disease Control and Prevention to prevent the spread of COVID-19. Our clinicians and other staff members have embraced technology and continue to provide services to our clients of all ages, including 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, Eating Disorders, Intentional Warm Line, Adult Residential, and Developmental Services. Please contact the numbers below to connect with services.

Sweetser PromiseLine 1-800-434-3000

Maine Crisis Line 1-888-568-1112

Intentional Warm Line 1-866-771-9276

Sweetser is also following guidelines from the CDC that restricts visits to our residences for children and adults. Please contact the program directly or call 1-800-434-3000 to find out how to talk with a client by telephone or video. Thank you for your patience and understanding of this important measure to ensure the health and safety of our clients and staff.

As a reminder:

- **Please confirm your appointment with your provider *before arrival*** at a Sweetser location.
- **Please call *before arriving*** at any Sweetser location if one of the following pertains to you or a family member:
 - If you have a fever (99.5 or greater), respiratory illness (cough or shortness of breath).
 - If you have traveled in the period of 14 days prior to the onset of your symptoms.

These guidelines are in effect until April 17th. Sweetser will continually reassess the situation and update as necessary. Contact your provider or visit our website at sweetser.org. Thank you!