June 22, 2020

TO: Sweetser Clients and Parents/Guardians

In mid-March, Sweetser put protocols in place to operate within state and federal guidelines from the Centers for Disease Control & Prevention to prevent the spread of COVID-19. Recently, these protocols led to detection of symptoms exhibited by a staff member on the Saco campus who later tested positive for COVID-19. Sweetser is working closely with the Maine CDC regarding testing and evaluation of any potentially impacted staff and clients. We have also contacted all clients and families who may have been impacted by this.

A reminder that Sweetser is following guidelines from the CDC that restricts visits to our residences for children and adults and that will continue until further notice. 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.

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, Eating Disorders, 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.

As a reminder: 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 your family member has any of the following symptoms and are either new, worse and cannot be explained by a pre-existing medical condition that you have.

- Fever or chills (99.5 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!