



RE: COVID-19 Update From Kids In The Middle

To our valued clients and community,

Kids In The Middle (KITM) places the safety of our clients, guests, and staff as a top priority. We have continued to monitor the guidelines from the Centers for Disease Control (CDC), local health departments, and government offices. As new cases continue to be identified, the stay-at-home order has been extended throughout the greater St. Louis region. KITM recognizes that it is critical to follow the implemented guidelines to prevent the spread of new cases and protect our staff, clients, and community. Therefore, **KITM will be extending our office closing and will continue to work remotely, providing Telehealth services, until such time that it is deemed appropriate and safe to reopen the office.**

KITM has been dedicated to providing services to the greater St. Louis region for 43 years and will continue to provide services to our community throughout the COVID-19 pandemic and years to come. To not further interrupt group services and child intakes, we will be making some adjustments to how we deliver those services.

- KITM will continue conducting Initial Intake Assessments, Consultations, Family, Joint Co-Parenting, and Individual sessions via an electronic system.
- KITM has implemented a **Telehealth system**, *Doxy.me*, where clients will be able to meet with their therapist via video or audio conference.
 - *Doxy.me* is an easy to use, secure, telemedicine tool that is accessible from desktop, tablet, or smartphone!
 - Your therapist will contact you with additional information regarding your appointment. Clients are also encouraged to reach out to their therapist for questions or concerns.
 - Clients are also able to participate in services via telephone, Skype, Zoom, or Facetime. ***Your therapist will provide you with the details on how your sessions will be held.***
- To not further delay group services and recognizing many children are in desperate need of the social interaction provided by KITM group counseling, **beginning 04/27/2020**, KITM will restart our group services in a modified fashion.
 - Sessions will be held via *Doxy.me* during regular group time.
 - Groups K/1 through to 3/4 grade groups will be shortened to a 30-minute session.
 - Parents will continue to have the option of a Group Individual session for their child, should the client need additional support.
 - Groups 4/5 and older will be scheduled for the full group hour.
 - If a child is recommended to participate in the Preschool Group, this will be on hold until we are back in the office, and these children will be assigned temporarily to Individual Therapy.
 - To further ensure confidentiality, your child's therapist will be reaching out with specific guidelines for Telehealth groups before the group takes place. In addition, KITM will offer earphones with microphone for families who do not have these available.
 - "Supply Packs" will be prepared with basic necessities and supplies for the sessions to group members that do not have these items available at home (i.e., markers, construction paper, notebook, etc.).
 - KITM has temporarily waived the agency's regular attendance policy so that no client is penalized should they decline to participate in Telehealth services.

- Initial Assessments for Children
 - The sessions will be offered via Telehealth and are available for all children within the agency's typical age range (3 ½ to 18).
 - The Clinical Team is making appropriate adjustments to assessment to ensure the confidentiality of the client.
 - Supply Packs will be provided for these sessions as needed to support the rapport-building process.
 - For younger children, adjustments may be made so that a parent is present during the sessions.

- Expanded Services
 - Offering Groups for College-Aged Students.
 - Consultations will be extended to offer community support for general parenting concerns.

- KITM recognizes how difficult this time is for parents and families, and the agency will continue to provide support to the community remotely.
 - KITM is offering an additional eight-session parenting class that will start **Tuesday, May 5th @ 12:00 PM (NOON)**, via telehealth system. For more information, visit www.kidsinthemiddle.org.
 - The parenting class is available to current KITM clients and parents in the community looking for additional support.

We want you to know that our thoughts are with you and your families as we navigate this unprecedented and unpredictable time.

- If you are experiencing a mental health emergency, Behavioral Health Response has a 24-hour crisis hotline that can be reached at 314-469-6644 or 800-811-4760.
- If you are experiencing a need for additional resources or help with food, rent and utility payments, please call United Way at 2-1-1 or visit 211helps.org

As we continue to monitor the situation, **these procedures are subject to change with new recommendations**, which we will keep you informed as soon as they become available.

Wishing you and your families continued health and wellness,



Katy Walter
Chief Executive Officer