



Kids In The Middle COVID-19 Update | August 6, 2020

To our valued clients and community,

Before addressing the agency updates, I want to acknowledge how challenging these past few months have been for us all. It has been nothing short of a roller coaster of ups, downs, twists, and turns. I want you to know that everyone at Kids In The Middle (KITM) has been thinking about you and your family through this challenging and trying time. As we continue to navigate this unprecedented time, KITM will not shift from our core values and mission: Kids In The Middle empowers children, parents and families during and after divorce through counseling, education, and support. Ensuring the continuity of KITM services is a top priority as we know the ever-present need for mental health services in our community. While none of us can predict exactly what to expect, the goal always is to take a careful and thoughtful approach to a re-introduction of employees and clients to the agency. KITM has put policies and procedures in place to ensure best practices while maintaining the safety of our staff and clients as we all continue to adapt to the changing environment.

Please note that this plan is subject to change based on new and changing recommendations by the CDC and the local health authorities.

As of **Monday, August 10, 2020**, KITM will be open to limited, in-person appointments.

- KITM staff will begin working in a hybrid format, staggering their hours between in-office work and remote work.
- The agency hours will be Monday - Thursday 9:00 am - 8:00 pm, Fridays from 9:00 am - 5:00 pm, and Saturdays 8:30 am - 3:30 pm. Saturday hours will be available only for remote telehealth sessions.
- Friday's from 9:00 am - 11:00 am, KITM will be open **ONLY** for clients who fall under The Federal Government and CDC recommendation as 'vulnerable individuals.'
- KITM Co-Parenting Education Class (COPE) and Parenting Class will remain virtual.
- All groups will continue via a secure telehealth portal until a time where social distancing guidelines do not apply.

We want you to know that our thoughts are with you and your families as we continue to 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
- For additional questions or to set up an appointment, please contact the office at 314-909-9922, and one of our coordinators will be available to help.

As we continue to monitor this 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 family continued health and wellness,



Katy Walter
Chief Executive Officer

Kids In The Middle | 314.909.9922 | www.kidsinthemiddle.org