



TRICITY FAMILY SERVICES

1120 Randall Court  
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Tricityfamilyservices.org

July 29, 2020

## A Letter to the Community: Reopening TriCity Family Services

Dear Clients and Community Supporters,

TriCity Family Services' Management Team, with the support of the Board of Directors, has been working on plans to reopen its agency offices for in-person services. Since the middle of March, we have been providing telehealth services to make sure we continued meeting the mental health needs of our community during the COVID-19 pandemic. Telehealth services will continue to be available.

**We will resume offering in-person services at our offices in mid-August.** The purpose of this letter is to share with you steps we have taken to prepare for in-person services, communicate important new procedures, and solicit your support.

### Safety Measures

TriCity Family Services has taken several steps to enhance the safety of anyone entering our offices, based on the guidelines put in place by the Centers for Disease Control and Prevention (CDC), the Illinois Department of Public Health (IDPH), and the Kane County Health Department. This includes a more frequent cleaning and sanitizing schedule, particularly disinfecting workstations, phones, computer equipment, and common areas. We have reconfigured offices to ensure that clients and therapists are able to maintain a minimum distance of 6 feet apart and removed certain hard-to-clean items (e.g. magazines, toys). Therapist and other employee work shifts will be adjusted and staggered so that fewer people are onsite at one time.

To help keep our agency safe, we are implementing the following policies:

- All persons who enter our doors will be screened for symptoms of, or exposure to, COVID-19. Anyone with symptoms or recent exposure to COVID-19 will not be able to enter the building.
- Face masks will be required for all persons in the building. Therapists and clients must wear masks throughout the entire therapy session.
- Our lobby will remain closed. Anyone accompanying a client but not participating in a therapy session will be asked to wait in the parking lot.
- Posters and signs will be posted throughout the business to encourage social distancing and frequent hand washing. Hand sanitizer will be available throughout the building.

We will communicate agency protocol on our website, social media platforms and miscellaneous email marketing materials.



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### **Client Procedures**

Below are new check-in procedures for in-person sessions:

- Clients will call the front desk upon arrival to the agency and will be screened for symptoms of, or exposure to, COVID-19.
- If a client is exhibiting symptoms, or has recently been exposed, the client will be asked to reschedule the appointment or participate in a telehealth session.
- Clients will be admitted into the office by the therapist.
- Surgical face masks will be provided upon entry to the building and must be worn throughout the entire therapy session.

### **Group Gatherings**

Until we are more confident that group gatherings can take place in a manner that meets or exceeds the safety guidelines of local and state health officials, there will be no in-person group gatherings or community programs.

TriCity Family Services eagerly anticipates welcoming staff members back to its offices and looks forward to seeing the faces of client families who most depend on us. We will be there for those whose increased anxiety, fear and stress levels are better managed when in the safety and comfort of our community mental health center and will do so with utmost care and consideration. Thank you for your ongoing commitment to us during these critical times.

Continued good health to you and your loved ones,

A handwritten signature in black ink that reads 'Laura Poss' followed by a long, sweeping horizontal line.

Laura Poss  
Executive Director