



ALEXANDER YOUTH NETWORK

6220 Thermal Road, Charlotte, NC 28211

Dear Community Partners,

As we collectively deal with the impact of COVID-19, we take our role as a behavioral and mental health provider seriously. We recognize how important these services are now more than ever. We want to share an update on the services we provide, and the steps we have taken to maintain the safety of our consumers and our staff.

As kids and families continue to need support during this stressful time, Alexander is able to serve them. Our goal is to keep kids safe and at home to the extent possible. Requests for services can be made by calling our Intake Department at (855) 362-8470.

Safety:

- We are restricting visitors at all locations and utilizing the recommended screening questions for everyone who comes to any of our locations.
- We have implemented screening protocols for staff providing direct care to clients. Those who have symptoms of any type of illness are asked to stay home and consult with their medical provider.
- The agency is practicing heightened infection control procedures as recommended by the CDC and other health officials. This includes all staff being required to wear masks while within 6ft. distance of clients or one another. Increased safety measures have also been put into place for any and all transportation of clients as well as routine wellness checks.
- Social distancing is being practiced to the greatest extent possible. This includes the use of telehealth when possible, Skype for meetings with families, partners, and coworkers, limiting traffic in common spaces, and encouraging non-essential employees to work remotely.
- The agency is regularly performing specialized cleaning and sanitizing all locations and vehicles.

Services:

- Our goal is to keep all services and programs open with modifications as necessary to accommodate the safety of our clients and staff. All programs will remain open at this time. Our Day Treatment programs have transitioned to a virtual environment with additional case management support.
- Outpatient therapists and community based services are offering telephonic options and video conferencing as an alternative to face to face counseling.
- Programs will continue to adjust as we receive updated guidance for innovative ways to provide support and deliver services to children, youth, and families. We intend to continue to provide all services per State guidelines as long as we can safely do so, given the necessity of the services for our clients.

Alexander has served the behavioral health needs of children and youth across North Carolina for many decades. The impact of this pandemic is unlike anything we have seen and we are committed to protecting and caring for the mental health needs of the community at a time when it is most vulnerable. Thank you for your partnership in ensuring families receive the care they need during this time.

Warmest Regards,

N. Craig Bass
CEO, Alexander Youth Network