



March 12, 2020

**Subject: Novel Coronavirus (COVID-19) Protocols**

CMHA Edmonton's primary concern is people and their overall health and wellness. Due to COVID-19:

- a. Drop In Single Session Counselling is suspended at CMHA Edmonton. If you are in crisis/distress, please phone the Distress Line: 780.482.4357
- b. Suicide Bereavement Support Services in person support is suspended but phone support is available. Please phone: 780.732.6654
- c. Caregiver Connections, Peer Connections and our Community and School Education Programs are suspended. If you have any questions, please phone Reception: 780.414.6300.

During this period, we ask that you follow the advice of the government of Alberta:

- a. Stay at home and self-isolate if you are feeling ill and if you develop COVID-19 symptoms call Health Link 811.
- b. Take additional precautions if you are 60+ years of age, have underlying health conditions and/or have a weakened immune system.
- c. Use good hygiene practices, such as frequent washing of hands with soap and water for at least 20 seconds.
- d. Cover coughs and sneezes into your elbow or a tissue (dispose of immediately) and wash your hands.
- e. Refrain from shaking hands with others, avoid touching your eyes, nose and mouth and practice social distancing when possible.
- f. Don't share drinking items and water bottles.
- g. Contact your primary health provider or Health Link 811 if you have any questions or concerns about your health.
- h. For the latest information on COVID-19: <https://albertahealthservices.ca>
- i. For mental health considerations regarding COVID-19, please see the World Health Organization's communique: [https://www.who.int/docs/default-source/coronaviruse/mental-health-considerations.pdf?sfvrsn=6d3578af\\_4](https://www.who.int/docs/default-source/coronaviruse/mental-health-considerations.pdf?sfvrsn=6d3578af_4)

Thank you for your co-operation in ensuring the comfort and well-being of those around you.

Sincerely,

A handwritten signature in black ink that reads "Lone Challborn". The signature is written in a cursive, flowing style.

Lone Challborn  
Executive Director