



March 18, 2020

Dear Parents / Families:

These are very challenging times that add much stress and uncertainty to our lives. Things are changing very quickly as COVID-19 cases continue to rise across the province and it is difficult to keep up with the changes that this brings.

As parents or family members of children living with mental illnesses or addictions, we know you are trying to cope with the many challenges with which you are faced. Schools and recreational facilities are closed. Social interaction and gatherings are discouraged. And household stress is on the rise.

As we all try to navigate this complex and ever-changing landscape, please know that ROCK remains dedicated to ensuring that mental health services and supports for your child or children are available and that we are here for children and families. Services may be delivered differently, but we are here for your kids.

We are doing our best to ensure a safe environment for all – including our own staff. ROCK is fully supporting the Province of Ontario's plan to prevent the spread of COVID-19 and is following protocol to practice social distancing. In order to ensure your own health and safety, all in-person programming and walk-ins will be suspended until April 6th. We will remain available to our clients via phone support, email and the implementation of innovative services to support our program offerings for the duration of the provincial school closure.

Families can reach the Live Answer Team through the new Access number 289-266-0036. We are excited to announce that the Access line will be live answered as anticipated starting today, March 18th, 2020 from 9-5 pm. If families are in crisis, please contact our 24/7 ROCK Crisis Line at 905-878-9785. Resources will be available on rockonline.ca, rockonlearn.ca, and all social media.

Over the years, as an essential service, lead agencies like ROCK and their front-line staff have developed a robust system that has enabled us to be nimble and ready to respond to challenging times. Our resiliency and your own will enable us to move beyond this challenge as well. We will all get through this together.

Sincerely,

A handwritten signature in black ink that reads "Kirsten Dougherty".

Kirsten Dougherty
CEO

ROCK Reach Out Centre for Kids