



**[MONDAY 23RD MARCH, 2020 – EMAIL FROM JIM]**

**Subject: COVID-19: Update on our centres**

We want to assure you that our team has been working hard to ensure you still can access our groups and programs which we know are not only critical for your child's speech and language development, but are now even more important to keep routine, connection and support for your child and family.

There have been quite a number of restrictions on various businesses however NSW Government is allowing restricted activities in our centres at this time. We are aware that the ACT Government has different measures in place however the following will apply to ALL of our locations regardless of which state or territory they are in.

It has been recommended that staff work from home where possible and that children also remain at home where feasible.

**What this means for The Shepherd Centre:**

- Our centres remain operational by appointment however there will be very limited staff available in person. The vast majority of our staff will be working remotely.
- Almost ALL of our clinical services will be undertaken through our established [Interactive Online Services](#) (which includes video conferencing, telepractice, our Connect platform and more). Our group programs are also now all online. These offer a great opportunity to continue socialisation and support for your child and family.
- Should you require any in-person services, please speak directly with your team member to arrange when and how these will happen.
- If you do visit any of our centres in-person, we will be continuing with temperature checks on entry, travel checks, physical distancing measures and stringent hand-hygiene practices as before. Please DO NOT come in to a centre if you or your child feel unwell or have been in contact with someone who has been exposed to coronavirus.

Please also be aware of the [signs of coronavirus](#) and feel free to contact us if you have any questions at all. We thank you for your cooperation. We also have many resources and updates available on our website at <https://shepherdcentre.org.au/coronavirus-covid-19-what-you-need-to-know/>