



The health and safety of patients, staff and associates of The Mental Health Center of Greater Manchester are a top priority, and our thoughts are with those impacted by the Coronavirus (COVID-19) global pandemic. At this time, our services will remain open to the public, but in so doing we have implemented a COVID-19 Emergency Operations Team, who has been monitoring the situation closely and working to implement steps to address all aspects of this evolving situation.

When needed during this transitional time, we will be able to provide sessions via telephone. Your case manager/therapist will call you directly about this option as appointments occur. For your upcoming office appointment with The Mental Health Center of Greater Manchester or with Bedford Counseling Associates please adhere to the following:

- 🌱 If you do not feel well, please call your doctor
- 🌱 If you are unable to keep your appointment, please call as soon as possible to reschedule
- 🌱 Please be mindful of social distancing in our facilities, leaving as much space as possible between you and others in waiting rooms, etc.
- 🌱 Please utilize frequent hand washing guidelines of 20 seconds or more before and after your appointment
- 🌱 We will be conducting simple questions about your health at the time of your check-in

In accordance with the Governor's Executive Order of 3/15/20, any visitors to the Cypress Center unit or our Residences, other than medically necessary personnel, will not be allowed.

Please know that we are also following the guidelines issued by state and local officials whose experts are working tirelessly to safeguard our health. We will continue to follow those sources closely to maintain a safe and engaging environment for everyone.

We have increased the frequency of cleaning and sterilization of high traffic areas and touch points throughout each building and we are monitoring our cleaning supplies in each facility.

We are encouraging all employees to take common-sense health precautions such as frequent hand washing and we encourage staff members who feel unwell to stay at home or in some cases to work from home when possible.

We have devised a set of new protocols for those who are utilizing our services, so that we are well informed about sickness and recent travel.

We appreciate your continued support while we work through these challenging times while supporting the community we serve. Working together always leads to success. Thank you for your patience and commitment as we respond to this evolving situation together!



William Rider  
President & CEO

**\*Our Mobile Crisis  
Response Team can  
still be reached at  
(800) 688-3544**