



Hallmark Youthcare Richmond
12800 West Creek Parkway
Richmond, Virginia, 23238

To all family, community partners, case managers, visitors, and staff:

Hallmark Youthcare continues to closely monitor the evolving concerns of COVID-19. We have formed a specialized committee to review daily the changes, recommendations, and threats of the disease and the potential impact to our facility and community. In light of recent changes and the risk of exposure to our residential community, our agency would like to make you aware that effective Monday, March 16th we will no longer allow visitors in our agency or allow residents to leave the facility unless they have a necessary medical appointment. To further clarify, we will no longer offer visitation, transport residents to FAPT or court appointments in person, or allow for community passes to occur until after Monday, March 30th.

During this time we will be offering use of video calling and virtual court to support continued engagement with our residents. Each therapist will be directly reaching out to legal guardians and community partners to schedule video sessions and/or to participate in community events such as FAPT or court. We know that this is a frightening time in our community and we hope that you will support us in prioritizing the health of all of our residents and staff.

Please let your resident's therapist know if you have any questions and to schedule video sessions. I thank you in advance for sharing this information with others in your family/community to make them aware of our facility rules between March 16th and March 30th. We will continue to update you as we receive more information and if any changes are made to our current protocols.

Sincerely,

Shaina Chandler, LPC, CSOTP
Director of Clinical Development
Hallmark Youthcare