



April 13, 2020

Dear Families,

We hope this letter finds you and your family safe, healthy, and in high spirits! In light of the current situation regarding COVID-19, and in efforts to reduce the spread of the virus, Student Support Services (School Counselors, School Psychologists, School Social Workers, and English Learner Coordinators) will be working remotely and checking email regularly during school hours. We want to assure you that we are here to support the academic, social/emotional, resource referral, and college/career needs of students during this time of uncertainty. ***Please know, we are unable to provide crisis care or address urgent emotional matters at this time. If urgent support is needed, contact the Access and Crisis Line at 1-888-724-7240, , which is available 7 days a week, 24 hours a day.***

We have been collaborating with administrators to prepare information, resources, and creative ways to stay connected with you. Many of these resources are available on the [SMUSD](#) and our [school](#) website. We want to provide information on the various ways that you and your student can connect with us.

We are making ourselves available in the following ways:

- We will be checking email regularly and we will answer questions during school hours.
- We are also providing a [Google Form](#) to request additional support
- If needs cannot be addressed via email, we may set up virtual meetings using the Google virtual platform as needed to address questions and provide check-ins. Please understand we will need to use a virtual platform in order to avoid staff using their personal phone. **In this virtual environment, confidentiality cannot be guaranteed.**
- At the start of each interaction, we will be asking for the student's name as it appears in Synergy, a call back number, current location/address and someone with you we could contact if an emergency occurs during our meeting.
- For more information and resources, please visit our [SMHS website](#)

Please know your Student Support staff are ready, willing, and able to assist students, families, and our community during this unprecedented time. We look forward to connecting with you soon!

Be well,

Student Support Services Team