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January 21, 2021

Dear H2O Families,

We hope you have been staying well! In cooperation with the State of Illinois' Restore Illinois Plan, Heart Haven Outreach (H2O) has made the appropriate changes to operations in accordance to Phase 4-Tier 1 Recovery. We are monitoring the progress as we move through these phases and we are prepared to adjust our operations plan if needed.

Below are the details for specific areas of interest:

- **Weekly Support Programs (Real Life Support Groups, Good Clean Fun, Going Deeper)** – These programs will be open to a maximum of 25% overall capacity per allowed space. Students must sign up before program, no drop-ins allowed. Teens can sign up for programs at [www.HeartHavenOutreach.org/Teens](http://www.HeartHavenOutreach.org/Teens) or by calling 630-226-8403. We will continue to offer a Zoom option during our programs for students unable to join in-person.
- **Transportation** – we will provide transportation to and from our programs and mentoring sessions. Transportation availability will be extremely limited with our need to stagger students in rows. Transportation will be on a first come first serve basis. If you are able to provide your own transportation, please do so to allow for those in need of H2O's transportation to be able to attend.
- **1to1 and small groups mentoring and tutoring** – we will be offering 1to1 and small group mentoring as well as tutoring in-person, by appointment scheduled between the mentor/tutor and student. Small group mentoring/tutoring will be no more than 9 students. We will continue to offer digital mentoring/tutoring sessions during this time for students unable to join in-person.

Safety protocols being put in place:

- Regular cleaning and disinfection of vans and facilities will take place throughout the day.
- Employee wellness checks will be conducted each day.
- Participant wellness checks will be conducted before entering the van or the building for each program.
- Seating will be staggered in vans to allow for safe distance, 1 student per row (or 2 per row if living in the same household).
- Masks will be required at all times inside the building and in the vans.
- Hand sanitizer and wipes will be stationed strategically throughout the building and vans.
- Drinking fountains inside the building will be turned off. Participants can bring in their own water bottle if desired and refilling will be available at a refill station.
- Indoor spaces being used for programs will be set up to allow for proper social distancing.

If you have any questions, please reach out to us at 630-226-8403 or by email at [info@hearthavenoutreach.org](mailto:info@hearthavenoutreach.org).