

## **A message from Hard Feelings about our operations during the COVID-19 outbreak**

### Storefront

As we all manage a shifting landscape during these complex times, we have made the difficult decision to close our storefront until further notice.

### Supporting small businesses

By participating in social distancing, we can all help to shorten the length of time that small businesses have to close.

We will be updating our online store, and developing new ways to stay connected with you over the coming weeks. Please follow us on Instagram for updates @hardfeelings

### Counselling

In our commitment to support social distancing efforts, many of the counsellors in our community of practice are now offering online or telephone sessions to their clients. We know that for some clients, this option is not possible.

For in-person sessions, we are taking the following steps to ensure the safety of staff, counsellors and clients:

- Sessions will happen only in larger rooms where social distancing protocols can be upheld
- We will increase how and how often we clean offices and public spaces
- Hand sanitizer is available at the front desk and in every office
- We are now using compostable paper cups to serve water and tea

Please reach out directly to your counsellor if you have any questions or concerns.

You can also reach out to us at [info@hardfeelings.org](mailto:info@hardfeelings.org) and we will try to support you.

Please know that we are still here and working to adapt in ways that keep us strong and connected with you. We will get through this together!

Stay tuned and stay well,

Your friends at Hard Feelings