



As we prepare to reopen the North Star Neighborhood Reentry Resource Center and welcome our wonderful clients and community members back, we want you to know that your health and safety, along with that of our team members, is our top priority. In re-opening, please note the following information to help all of us provide and access services, while staying healthy.

Q) Will temperatures be taken of clients/members as they enter the building?

a. Yes. All persons entering North Star will be required to take their temperature.

Q) What hours will you be open and when are you re-opening?

a. We are re-opening June 22, 2020. The first month of reopening, North Star hours of operation will be Monday & Wednesday 8 a.m. – 8 p.m.; Tuesday, Thursday & Friday 8 a.m. – 8 p.m.; and Saturdays June 27th, July 11th, and July 25th, 9 a.m. – 1 p.m.

Q) Will there be coffee available?

a. Yes, coffee, hot chocolate, and other refreshments will still be available.

Q) Is there a capacity limit to the number of people allowed in the building at one time?

a. Yes. The facility new capacity to align with social distancing requirements will be 70 people.

Q) If a person does not have the proper protective gear (face mask and gloves) can they still receive services?

a. Yes. Clients without proper protective gear such as a face mask, will be given one based on availability upon entering the facility.

Q) Can I bring someone with me even if they do not want or need services?

a. Yes. North Star understands that support persons are very important to the success and reintegration back into society post incarceration and in general when working to get back on track.

Q) What services will (or will not) be available?

a. Upon reopening, North Star will only provide basic services such as ID and Birth Certificate vouchers, client computer lab, and referrals to community partners. Beginning the week of June 29, 2020, key programming such as Anger Management, Parenting, Child Support Navigation, Life Skills etc. will resume.

Q) Do members/visitors need to schedule an appointment to come in?

a. Members can schedule an appointment or walk in during normal business hours while wearing proper protective gear. If a client would like to enroll in key programming, a referral must be completed by the client or referring agency.

Q) Will there be any sanitation measures in place?

a. Yes, all common areas and surfaces will be sanitized every hour on the hour in addition to sanitizing each group/classroom at the end of each program.

Thank you for your patience during these difficult times as we continue to work at reducing recidivism in new ways. We look forward to assisting you soon.

Marcus Bell
Program Supervisor