

All About Change Coronavirus Update – March 16, 2020

As a community based provider of mental and behavioral health and therapeutic services the safety of our clients and their families along with staff who work with them is #1. We understand that the stress of this situation may elevate anxiety and we want to be here to help address the crisis.

We are closely monitoring developments in our community and are actively taking steps to minimize risks while addressing the anxiety we all feel over this dynamic situation. We are looking to key government, regulatory and local entities to guide procedures that are in the best interest of protecting the health and safety of our clients, families, staff and our community.

- Our office is fully operational. Our business hours remain 9:00am until 5:00pm unless otherwise scheduled. Please keep in mind this may change based on new information or additional guidance provided by the CDC.
- If you or your family member has a scheduled appointment but feels ill and you are unable to keep your appointment, please call and inform us so that we can notify your individual service provider. We will place you on a call list to check-in weekly via telephone to determine when you can be rescheduled.
- If your provider is ill we will contact you to cancel. We will place you on a call list to check-in weekly via telephone to determine when you can be rescheduled.
- When coming to our office for services we would like to ask that only the individual(s) who will be receiving a service that day and one caregiver attend session.
- We are monitoring our staff daily for symptoms and will immediately suspend any services they provide should they feel ill or display symptoms of respiratory illness.
- We require all staff to strictly follow handwashing and hand sanitization procedures as recommended by the CDC and SCDHEC throughout the day.
- We are routinely cleaning individual offices and frequently touched surfaces and objects.
- We have informed all employees on best practices concerning COVID-19. We will continue to do our part to keep our clients and team members safe while serving the needs of our community.

Thank you for your understanding while we work to safely provide services!!!!