



July 27, 2020

Dear Current and Prospective Clients,

The Family & Educational Wellness Center reopened on June 1, 2020, for psychological and educational evaluations, as well as counseling services.

We remain committed to providing a safe and healthy environment for all therapists, staff, families, and clients. Please know we take our responsibility to keep you safe very seriously. We have taken the following steps to comply with the state's mandatory safety standards:

- All therapists and staff will be required to wear face coverings. We ask you to do your part by wearing face coverings, as well.
- Protocols have been established and safety measures have been put in place to ensure adequate social distancing.
- Hand sanitizer will be readily available.
- High-touch areas will be regularly sanitized.
- Regular cleaning and disinfecting practices of our entire office space, waiting area, therapy rooms, and conference room will be enhanced to exceed mandatory safety standards.

Further, we will utilize the following scheduling options to maintain required physical distancing measures:

- Telehealth therapy sessions will still be available and regularly utilized. All clients are encouraged to work with their therapists directly to establish a comfortable treatment plan.
- Therapy sessions and evaluations will be staggered to maximize social distancing in our waiting area.
- Only one family member will be allowed to wait for counseling clients to limit the number of people in the office at any given time.
- All therapy sessions will be limited to 50 minutes and will begin and end promptly. Clients should arrive exactly at their appointment time so contact between individuals and/or families will be minimal when entering and exiting the building.

Before each session or evaluation, all clients and family members will be asked two health screening questions regarding their current health status:

- QUESTION 1: Are you showing any signs of one or more of the following symptoms: fever, new cough, shortness of breath, chills, muscle pain, sore throat, or loss of taste or smell?
- QUESTION 2: Have you been in direct contact within the last 14 days with someone who has been diagnosed with COVID-19 (clinically or test confirmed)?

If the response is YES to either of these questions, clients will be asked to reschedule or switch to our telehealth option for counseling appointments. All cancellation fees will be waived during this time for cancellations due to COVID-19.

We look forward to continuing to offer services and support to significantly improve the mental health and well-being of children, adolescents, adults, and families. Please reach out to us at 508-613-6380 with questions or to schedule an evaluation or counseling appointment. We hope you are staying safe and informed during this difficult time.

Warmest regards,

Dr. Craig Murphy
Executive Director