

Dear Customer,

While COVID-19 has brought many changes to our lives, Family Guidance Center has aspired to maintain our commitment to providing quality counseling and medication services. When the pandemic began, we maintained care through telehealth (phone and video sessions). As the emergency proclamation moves toward recovery, we will be gradually returning to in-person counseling and medication visits. Many may not be ready to visit our office in-person; we will still offer telehealth as long as your insurance allows this type of service. The “new normal” will be much different from what came before. We ask for your patience and understanding as we work to communicate the new process as outlined below.

1. When coming into the office for your face-to-face session, **we ask everyone to enter through suite 206.** We will be taking your temperature using a non-touch infrared thermometer and asking the following questions at check in:
 - a. Are you currently experiencing any symptoms of COVID-19: Fever 100.4+, shortness of breath, dry cough, flu-like symptoms, etc.?
 - b. Have you experienced symptoms of COVID-19 or tested positive in the past fourteen (14) days?
 - c. Have you been exposed to anyone who has tested positive or has experienced symptoms of COVID-19 in the past fourteen (14) days?
 - d. Have you traveled to an area where there are high amounts of COVID-19 cases in the past fourteen (14) days?**If you answer, “yes,” to any of the above questions, please reschedule your appointment or request a telehealth appointment.**
2. If you answer, “no,” to the above questions, the front desk will verify your insurance and personal information and you can pay your co-pay (if applicable).
3. You **MUST** wear a mask in the building at all times.
4. Please maintain physical safe distance and follow the signage.
5. Only session participants are permitted in the building. At this time, we are unable to allow additional people to wait in the lobby area.
6. Please be as close to your appointment time as possible or we may need to reschedule your appointment.
7. Follow marked routes to restrooms and exits.

Please know that, in an effort to maintain your safety, all staff will:

1. Wear a mask
2. Frequently and thoroughly wash hands
3. Clean high-contact surfaces regularly
4. Maintain social distance during interactions and sessions.

We thank you for your understanding during this time of transition and look forward to maintaining our ongoing assurance of providing you with quality care. Please visit our website at www.familyguidancecenter.com for additional details and updates.

Sincerely,
FGC