



COVID-19 Updates **Last updated 11/20/2020**

We know times like this, things can feel scary and unsettling. We want to reassure you that we are closely watching the spread of COVID-19 and are working to support you in the best ways we can.

Currently, at Phoenix Counseling Services, the preferred mode of continued therapy is telehealth. Before starting telehealth, please confirm with your insurance that telehealth will be an accepted modality of treatment. With recent spikes in Pennsylvania and to ensure our clients' safety, Phoenix Counseling strongly encourages anyone who can do telehealth to utilize this as the modality for treatment.

Counselors at Phoenix are seeing clients in the office on a case-by-case basis. If you would like to have in-person sessions with your therapist, please see if you meet the criteria.

For those continuing to come to the office, we ask that you help keep everyone safe by practicing the following:

Please DO NOT COME and wait in our indoor waiting area. You are welcome to stay in our "outside" waiting room.

We have chairs set up on our porch outside to better practice social distancing. You are also welcome to wait in your car. Your counselor will come and get you at your assigned appointment time.

As of 11/20/2020, Governor Wolfe requires masks to be worn in all indoor spaces, even if we are socially distanced. You will be required



to wear a mask for the duration of your time at Phoenix. If you have medical concerns or feel you cannot wear a mask, please discuss telehealth options with your counselor.

We ask that you take your temperature before arriving at our office. If your temperature is over 100 or you are showing symptoms of COVID-19 (such as a cough or shortness of breath), please do not report to the office. Alternatively, you can talk to your counselor about telehealth options.

We will have sanitizer available and ask that you either wash or sanitize your hands before and after your session with your counselor.

Please note that our counselors take your health very seriously. Each counselor is also regularly checking their temperature and monitoring themselves for any symptoms of COVID. We have increased sanitation protocols at our office and sanitize in between every in-person visit.

Lastly, we are all amazed at the work everyone is doing during this uncertain time. It is both an honor and a privilege to serve you.

Thank you,

The Phoenix Team

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