



Edmond
Family
Counseling

March 20, 2020

Greetings,

This letter is to inform you of changes in services provided at Edmond Family Counseling due to the COVID-19 outbreak. Edmond Family Counseling has been working with the Oklahoma Office of Juvenile Affairs to create an emergency response plan that will allow us to continue to meet the needs of our clients while protecting the health of clients and staff.

As of today, Edmond Family Counseling will continue to provide services on a limited basis. Our office continues to be open Monday-Thursday from 9am-12pm and from 1pm to 8pm. Telephone counseling support services are one option we will be providing for our clients needing mental health support during this time. Our counselors are currently in the process of reaching out to their clients via telephone to discuss service delivery options.

EFC is asking all individuals coming into to our agency to abide by CDC guidelines. If you are waiting for someone to complete services, we are asking for the safety of yourself and others that you wait in your car. If you or someone you have been in physical contact with has run a fever in the last 24 hours or has been diagnosed with COVID-19, please notify the agency by phone prior to coming to your appointment and other service delivery options will be provided to you.

During this time our 24/7 on-call crisis intervention services will be made available to all clients. To access this service during business hours, please inform front reception you are in crisis. After hours, please follow the series of electronic prompts on our voicemail and enter in your contact number and one of EFC's on-call counselors will contact you to provide assistance.

Although Edmond Family Counseling has worked hard to create this current plan to meet the needs of our clients, it must be understood that this plan is fluid in nature and will be changed and updated as Edmond Family Counseling receives more information from local, state, and federal decisions and guidelines.

As always, our commitment is to provide a strong continuation of care so that our clients and families receive consistent support through these challenging times. Thank you for your continued support as we strive to provide exceptional mental health services to our community. If you have any questions, please email our Executive Director, sstinnett@edmondfamily.org or call us at 405-341-3554.

Respectfully,

Sheila Stinnett
Executive Director
Edmond Family Counseling

Your Professional Counseling Resource

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