



THE CENTER FOR LOSS AND BEREAVEMENT

Service Update - July 2020

We would like to thank you for your understanding and patience as we navigate the current COVID19 public health crisis. We are doing everything possible to safely maintain accessibility and availability of our staff and volunteers to support our clients' needs through this time. Our organization has abided with the local, state, and federal guidelines in addressing this pandemic, making HIPPA compliant online access available for our programming to remain a support for clients during this uncertain time of physical distancing.

As our area has moved from Red to Yellow to Green phase, and changes in public/business guidelines have followed, more people have been asking whether our service options will change. For the present time, we have decided to continue our services in telehealth format out of an abundance of caution and in consideration of multiple factors that are unique to our profession and clientele. While we clearly recognize the many challenges faced in not being onsite together, there are many other risks to resuming in-person meetings. These include:

- Confidential sessions require closed doors/space for long periods of time
- Most of our therapy/group offices are not large enough for adequate distancing
- Our facility ventilation/air filtration does not meet indoor service recommendations
- Outdoor options are complicated by weather and limitations of space/privacy
- Mandatory in-person mask-use reduces nonverbal expression/therapeutic presence
- Surface sanitization regimens will limit use of some furniture/therapeutic supplies

Above all of this, given our commitment to the wellbeing, mental health, and safety of our clients and staff, we would not want our services to contribute to potential exposure of an illness that adds risk of new losses of health/ability/life for anyone. We hope our decision-making process is appreciated, knowing it remains relatively time-sensitive based on the many unpredictable circumstances that may change as this pandemic continues. We will continue to assess our options and hope that in the coming months, other helpful factors will become available, allowing us to be in the same physical space again. We will continue to communicate any updates on our website and in our e-newsletter, and encourage you to reach out to us with any questions or concerns that would better help us meet your needs.

If you are a prospective or new client, we welcome you and hope you find the warmth, comfort, and supportive connections at the Center to be valuable, even if remote sessions limit our ability to meet you in person, for now. We look forward to the day where we can sit across from you and be at ease in our therapy offices and group rooms once again.

We hope you remain healthy, safe, and well connected through this stressful time. Thank you for entrusting us with your care now, or as needed in the future.

Sincerely,

Emily Vincent, Executive Director –

With the Entire Center for Loss and Bereavement Team