



Dear Clients:

We value the working relationship with each of you and would like to thank you for your continued support of New Vision Counseling Center! As the cases of Coronavirus (COVID-19) in Georgia increase, we want to inform you that we take your health, safety, and overall well-being very seriously. We also understand, that while your risk of exposure may be limited, panic and anxiety may increase as continued reports of exposure and cases from around the world come in.

If you are sick, feel sick, have come in contact, or think you may have been in contact with someone infected by Coronavirus (COVID-19), we ask that you 1. Seek medical care, 2. Stay home while awaiting the test results, and 3. Inform us immediately so that we can make immediate and necessary precautions and inform other clients. **In accordance with HIPAA, we will not disclose any potentially identifying information of your exposure, only that someone in the practice was infected or exposed to the virus.** We know that your therapy is very important to you so to limit a gap in your treatment, if your therapist is trained in tele-mental health, you may request to be considered for tele-health counseling via phone and/or video (some restrictions may apply). If you do not feel well enough to conduct your scheduled session, please contact us immediately so that we can adjust any fees related to a last-minute appointment cancellation (medical documentation may be required).

We have also taken additional steps to promote the health of our awesome team of clinicians and staff, as well as you, our clients. We are disinfecting our office and hard surfaces several times a day and have also increased our cleaning schedule with our outside cleaning company until further notice. As we can secure it, we will have extra bottles of hand sanitizer throughout the office. To help us continue to help you, we ask that you follow the precautionary guidelines set by the Centers for Disease Control (CDC) and World Health Organization (WHO) by continuing to wash your hands thoroughly with soap and water, limit touching your mouth, eyes, and other exposed areas with your hands, maintain a social distance between you and anyone coughing or sneezing, and cough and sneeze in a tissue then throw the tissue away. You may visit the CDC and WHO websites for more detailed public health information.

Remember, it is normal to feel stressed, worried, anxious and even angry during times like this. You can talk to a trusted individual and your therapist about your feelings. If you must quarantine due to either direct exposure or to reduce your risk of exposure, it is possible to maintain a healthy lifestyle (proper rest, eating nutritious meals, laughing, talking to friends or loved ones via phone, text, and email, etc.).

Again, we thank you for your business and we look forward to “Offering a *New Vision* to Meet Your Life’s Destiny!”

Dr. Kristy Christopher-Holloway, LPC, NCC, BC-TMH, CPCS, ACS, PMH-C
Founder, Director, and Therapist
New Vision Counseling Center, LLC

8303-B Office Park Drive
Douglasville, Georgia 30134

3040 Highlands Parkway, Suite G
Smyrna, Georgia 30082

P. (678) 838.8333 F. (678) 838.8444 E. help@newvisioncounselingcenter.com
www.newvisioncounselingcenter.com