



March 18, 2020

**Effective March 19, 2020**, New Vision Counseling Center, LLC will cease in-office therapy sessions. We came to this decision following guidance from the Centers for Disease Control and other public health experts. It's crucial during this time of uncertainty with the Coronavirus that we protect our team members and you. The CDC guidelines suggest that we isolate and create social distance. This means decreasing contact with anyone outside of our homes.

Fortunately, if you recall from the email sent on March 16, 2020, we have a solution for you, and that is to provide virtual sessions via doxy.me or phone if internet access is not available. You can have your services in the comfort of your home, and so can your children. You will need internet access and a device that has a camera—Cell phone, tablet, or computer. Very much like in-person sessions, you will schedule an appointment with the therapist, and at the time of your appointment, log in and be seen. We will assure you that your sessions will be confidential and private, just like in the office. We ask that you identify a private place in your home so you can speak freely. If your child has a therapy session, please make sure they have private space as well.

We ask that you give the therapist verbal permission to provide therapy virtually at the beginning of each session. You have the right to opt-out of this way of being seen for therapy without any negative consequences, and you may return at any point by letting the therapist know. **If you would prefer to have a phone session instead of video, it is your responsibility to contact your therapist and leave a message if you are unable to directly reach them.**

If you have a co-pay or deductible, please know we will continue to collect that part of your financial responsibility. Please visit the [www.newvisioncounselingcenter.com](http://www.newvisioncounselingcenter.com) home page for the payment link. We encourage you to 1. Log in to your therapist's virtual waiting room a few minutes prior to the session, 2. complete payment a prior to beginning so that you can immediately begin your session. Unfortunately, at this time we cannot accept other forms of payment such as Checks, Cashapp, Venmo, Zelle, etc.

If you are a new, never before seen client, we will ask you to take a few extra steps to verify your identity. You will not be able to have the first session via phone. During the video session, please be prepared to show your valid driver's license or other form of **picture** identification. All clients, new and current, will need to view and complete the updated tele-mental health informed consent, as well as maintain give verbal consent before beginning your session.

As we have done throughout this process, we will stay in touch as things unfold. Please take care of your physical and mental health. We know this is scary and stressful. We are here for you and your children.

Sincerely,

A handwritten signature in blue ink that reads "Kristy Christopher-Holloway, EdD, LPC, PMH-C".

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