



March 14, 2020

Dear Clients:

Aren't these interesting times in which we live?! The Coronavirus issue has many of us worried, and all of us adapting. The flow of news and updates is steady and everchanging. Here at A Family Works Counseling we feel it is important to stay informed and be prepared, so we will continue to reach out to you when there are relevant changes. Based on the current health concerns, and ensuing restrictions and guidelines, AFWC is ready to make the following changes:

ALL THERAPY SESSIONS WILL OCCUR ONLINE ONLY. This action will help all of us stay safe and reduce the risk of spreading this highly contagious virus. Our staff and therapists will be in the office, but for everyone's safety our doors will be closed to anyone who is not AFWC Staff. We will contact you in advance with an invitation to receive an online video session with your therapist. This practice is called Telehealth and is supported by Arizona law. It does not require any additional consent. The office will provide you with the name of the app, and the procedures necessary for the video sessions. We advise you to create a therapeutic environment, in your home or wherever you are, for the session. The benefits to you will be significant if you take the time to prepare yourself and your situation for each session. Your therapist will do the same, including extra efforts to be punctual.

EACH SESSION WILL REQUIRE A FINANCIAL PRE-AUTHORIZATION FROM YOU VIA EMAIL. This is a simple email stating:

I authorize AFWC to bill my account today for my copay/session fee.

You can copy that statement to your email and send it prior to the session. The email address is:

admin@afwcsecure.com

WE WILL REMAIN CALM AND WORK TOGETHER. This is a unique time, and it will require all of us to make some significant changes. I hope this pandemic brings out the best in all of us. This is an opportunity to support each other and to confirm that this great country is made of individuals who are strong and will work together. We pledge to you to do our best to make this time easier for you, not more difficult. We will work with you on all your emotional needs and financial concerns. We will do so in a spirit of kindness, and love for our fellow Americans. We ask that you demonstrate that same patience and understanding as we go through these changes. It's a new situation for all of us. We believe the best practices include knowledge, preparation and adaptability. These principles will help us all act without fear as we move forward as a community.

Sincerely,

Russell Beazer, LMFT
Clinical Director