

March 18th, 2020

Greetings,

In response to the coronavirus, ERC: Counselors and Consultants is taking proactive measures to ensure the health and wellbeing of our clients, counselors, staff, and customers. As of today, ERC's offices remain open, but to safeguard the accessibility of our mental health services throughout the outbreak of COVID-19, we are transitioning our counseling sessions and support services to telephonic and/or virtual applications.

These are the actions we have taken and will take:

- Currently, clients may still meet in person with their counselor. However, we are strongly urging clients to consider telephonic counseling sessions as an alternative.
 - Clients can always reschedule their appointment for a later date if they are not feeling well, are not comfortable with coming to our office, and/or do not want to communicate telephonically.
- We are in the process of converting to fully telephonic services as soon as possible, and we will directly notify our clients of changes to scheduled appointments.
 - Telehealth (a.k.a. video counseling) for psychotherapy in Wisconsin (our base of operation) is very complex, and unfortunately quite different from other forms of telehealth. Some regulations have been eased due to the state of emergency in Wisconsin, and we are working diligently to understand how we could act within the current laws and regulations to provide virtual counseling as an option for our clients during this time.
- Crisis clients will still be triaged, and appropriate response plans developed to meet the immediate needs.
 - Our mental health support line is available 24/7 for individuals who need immediate mental health assistance. All our services are accessible by calling 1-800-222-8590.
- If a client is seen at one of our offices, they are being screened for possible risk of COVID-19 based on protocols from the Centers for Disease Control and Prevention (CDC).
- All waiting rooms and offices are being sanitized between clients. We are also keeping with our policy of one client/couple/family per waiting room as well as practicing social distancing.
- We will continue to provide informational resources on how to address COVID-19 as well as counselor-approved materials on managing mental health during difficult times.
 - Our dedicated COVID-19 webpage is <http://ercincorp.com/covid-19-response-resources/>.

We will continue to monitor the status of the coronavirus and will inform you directly of any changes that impact our services. Our team remains committed to providing quality mental health care and is making every effort to ensure continuity of services over the long term. As always, if you have any questions or concerns, please contact us at 1-800-222-8590.

Regards,

Steve Baue
CEO

Brooke Tinti
President

Jim Pecard
Director, Clinical Services