



The Northwest Catholic Counseling Center

Serving All Regardless of Faith or Finances

March 20, 2020

Help, Hope, and Guidance from The Northwest Catholic Counseling Center

Friends,

We are living through unusual times.

Our physical, mental, spiritual, and financial health is being tested daily. As a client of The Northwest Catholic Counseling Center (NCC), we want you to know we are walking with you as we all navigate the Coronavirus pandemic. We want to share with you how we can continue working with you, and what additional resources we are offering. Some details may change as we learn more, but our commitment to you will not waver, no matter what the physical or financial circumstances.

Appointments

- All of our therapists are offering phone and/or video appointments. We encourage you to schedule this way. We want you and our staff to be safe and healthy. Please do not come into the office if you have had flu-like symptoms in the last 24 hours.
- There are many phone and video options available. Talk with your therapist to decide which method and tool works best for you. Beyond the telephone, we can do things like Google Hangout, WebEx, or Skype.
- The federal government and insurance companies have offered broad waivers on the rules governing telemedicine. As a result, nearly all remote appointments, no matter what the method, will be allowed and covered. Additionally, newly enacted flexibility in privacy regulations (HIPAA) allows us to use the phone, Google Hangout, Skype, or WebEx to connect with you. Your therapist can discuss the details if you utilize these options.
- If you (or a child) require something special and high-touch for therapy, like a stuffed animal or crayons, please bring your own from home and take it with when you leave.

Office

- We've created a second waiting area in our office suite to allow everyone to stay six feet apart.
- All magazines, books, and toys have been removed from the waiting room. Please bring something of your own to read or occupy your (or your child's) time. If you pick up a pamphlet or newsletter to read from the rack, please take it with you.
- Candy and multiple pens are no longer on the counter. Please ask if you need something.
- We've removed tea, sugar, and cups (both tea and water) from the public areas. If you would like something, please ask a staff member.

A State Certified Counseling Agency

Donations are tax-deductible. Tax ID 93-1088962

No goods or services were exchanged for this donation

8383 N.E. Sandy Boulevard, Suite 205 • Portland, Oregon 97220 • 503.253.0964

www.nwcounseling.org

Payment

- If you don't come into the office, you can pay your fee by phone or on our website: <https://www.nwcounseling.org/pay-your-bill/>. We use PayPal to securely process payments, but you don't need to have a PayPal account to do that; you can check out as a Guest. Instructions are on the website. Your therapist can also process a payment for you over the phone. And the old-fashioned way works, too - mail a check to 8383 NE Sandy Blvd. #205, Portland, OR 97220.
- If you have been laid off from your job, lost hours, or are experiencing financial difficulties, please don't hesitate to talk with your therapist. We will work with you so you can continue therapy.

Workshops and Group

All in person workshops and groups are postponed through May 1. We are discussing virtual workshops right now. Check back at <https://www.nwcounseling.org/> next week for more information on that.

Mental Health "Tools You Can Use"

As many of us are finding ourselves isolated, unable to connect with friends and family as we usually do, we have increased anxiety and stress. Our clinical staff is developing a series of online workshops, sessions, and resources to help. We'll be covering issues like anxiety, self-care, and isolation. You can find regularly updated information on our website here: <https://www.nwcounseling.org/>. We will share not only our own content, but helpful information from others. Follow us on Facebook and other social media for lots of good articles and tips. Sign up for our newsletter here: <https://www.nwcounseling.org/newsletter-sign-up/>.

General Things to Remember

- We'll all get through this together. Don't panic. Keep breathing and do the next right thing.
- Wash your hands often, with soap for 20 seconds. Our staff is doing this, too. It will help us all stay healthy.
- We are regularly sanitizing our office spaces, including the lobby, therapist couches, doorknobs, and keys.
- Hand sanitizer is available throughout the office. We encourage you to utilize the hand sanitizer and regularly wash your hands while in our office.
- If you wish to make a tax-deductible donation to help us continue our services to anyone in need, please go here: <https://www.nwcounseling.org/> and click the "Donate" button on the right side of the screen. We appreciate your support.

Please feel free to share this information with anyone who might find it helpful. The Northwest Catholic Counseling Center is here with and for you. Please call 503-253-0964 if you have any questions or concerns.

Stay safe and healthy,



Erin Peters
Executive Director