



San Antonio
*Compassionate
Counseling & Behavioral
Center, PLLC*

San Antonio Compassionate Counseling & Behavioral Ctr, PLLC
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Dear Current and Future Clients,

I know that there's widespread concern in our community about the Coronavirus Disease 2019 (COVID-19), and I want you to know that your health is our top priority.

With the increasing uncertainty and growing number of infected individuals around the world, we encourage you to take responsibility for yourself and your family. Though the risk remains low, it's important to take a proactive approach to minimize exposure.

- If you've recently been in any airport, please wait 14 days before coming in for an appointment.
- If you or someone close to you has recently traveled internationally, we insist you postpone booking an appointment until further notice. If this applies to you, please inform me via email or the portal.
- If you're exhibiting symptoms of respiratory illness, I urge you to stay home, take care of yourself, and seek medical help when appropriate.

The following precautions within my office have been put into place and/or will be considered on a case by case basis:

- **Non-essentials have been removed from the waiting areas- magazines, books, etc.**
- **Hand sanitizer available in lobby.**
- **Wash hands after each session.**
- **Surfaces wiped down after, at the end of the day, and beginning of the day.**
- **Individualized bags of tissue.**

- **Handwashing policy posted.**
- **Illness policy posted.**
- **Illness policy to distribute to clients.**
- **Outdoor session options will be considered.**
- **Avoid high fives, hand-shaking or hugs.**

Due to the minimal flow of clients within the lobby, sessions will continue and the following changes will be implemented:

1. PLEASE ARRIVE 10-15 MIN LATER THAN YOUR EXPECTED APPOINTMENT TIME. THIS WILL PERMIT ME THE TIME TO WIPE DOWN AREAS & WASH MY HANDS BETWEEN CLIENTS.
2. TELEHEALTH IS AN OPTION. [Research shows](#) that they can be just as effective as in-person appointments, and we can continue your care without interruption. If you're interested, let me know and I'll make the necessary arrangements.

Please refer to the [CDC's dedicated 2019-ncov](#) website for additional information, and maintain awareness by checking the official communications from the [Centers for Disease Control](#) and [World Health Organization](#).

If you have any questions, please let me know.

Regards,
Cori Callahan, MA, LPC