



**ChristianWorks for Children®**  
*Building healthy families since 1967*

### **Response to COVID-19**

Effective Monday, March 16, 2020

In an effort to keep our staff, clients, and community safe, ChristianWorks has decided to follow the guidelines below during the COVID-19 pandemic.

Please refrain from visiting ChristianWorks' office if:

- your local ISD schools are closed
  - o *Please note that while Dallas ISD has not made a special announcement to close for the week of March 16, they will be closed for Spring Break so we are treating this as though they have closed similar to many other local ISDs.*
- you are experiencing any symptoms of an illness or taking medications to suppress symptoms
- you or a close contact have been exposed to or received a presumptive or confirmed positive for COVID-19

*\*\*\*If you have been to our offices recently and subsequently have a presumptive or confirmed positive test for COVID-19, please call our office as soon as possible to inform our team.*

Our Dallas office will be closed to clients whenever Dallas ISD is closed, including Spring Break.

Our Fort Worth office will be closed to clients whenever Fort Worth ISD is closed, including Spring Break.

All support groups are being postponed at this time. Clients will receive information from your support group Coordinator about resuming or rescheduling support group sessions when that information is available.

For the duration of the pandemic, the following adjustments will be made for our counseling clients:

- Fees for late cancellations due to illness will be waived for clients.
- Counseling sessions may be conducted by phone at the discretion of the Counselor and the client.
- Play therapy and Theraplay sessions will not be available, but we can offer sessions by phone for parents.
- Please be aware that check and credit card payments may be processed more slowly during this time. Clients may contact our office at any time to inquire about payments for their sessions.

When your local ISD and/or our office's local ISD have reopened, please call us to reschedule your next in-person counseling session.

Our staff will be primarily be working from home. Our phones may not be answered directly during this time but please know that we will be checking messages and responding to your questions and needs throughout our regular office hours. Please leave a message and we will respond to you as soon as we are able.

Our team will also be working to ensure our offices are thoroughly cleaned during the pandemic and prior to normal operations resuming.

Future updates to our plans and procedures will be shared on our social media pages and our website.

As always, if you have any questions, please contact our offices 972-960-9981 or 817-502-7789.