

Kettle Moraine Counseling Services is committed to maximizing your mental health and safety. We want to be as available as possible, to our current and potential clients. However, in light of the coronavirus outbreak (COVID-19), it has become more apparent, that in order to responsibly fulfill our role, it is time to adopt some new measures. We appreciate your patience, as we navigate these temporary and undoubtedly flexible changes!

Based on recommendations by the Wisconsin Department of Health Services and the Centers for Disease Control and Prevention, Kettle Moraine Counseling Services will be implementing the following protocols:

- **Extra cleaning and disinfecting procedures at our offices.**
- **As of now, dependent upon therapist and client health, we will continue to keep previously scheduled appointments.** If/when that changes for your appointment – your therapist, or office staff, will contact you directly.
- **Please do not attend an appointment, in-clinic, if you are exhibiting symptoms.** Our therapists will also respect this by canceling in-person appointments if or when *they* are ill. We will make every attempt to meet client needs by considering alternate means of therapeutic support. If you have questions regarding an already scheduled appointment, please contact your therapist, via phone at 262-334-4340, or by email, or any previously arranged means of contact.
 - Therapists, for the safety of all, will be kindly requesting that you reschedule your appointment, in the event that you do arrive displaying symptoms. Because of the extraordinary nature of events, we would ask that parents remain in the building while children are being seen in-person, at this time.
 - We will be waiving late-cancellation fees for the time-being. We understand that this community crisis was unplanned, and as we work together to minimize risk, we do not wish to penalize anyone for doing the responsible thing!
- **Our phone lines will be open.** Please use the directory to reach your therapist directly, if possible. Calls to the general line will be answered, or responded to, as quickly as we are able.
- **If you have a mental health emergency,** please contact your therapist, or if needed, consider calling local (262-365-6565) or national (800-273-TALK) crisis lines.

We so appreciate your understanding in this matter. We will continue to monitor official recommendations and plan to lift and/or alter protocols, as needed. We understand that it is not possible for this post to address every issue or concern that you may have regarding the COVID-19 outbreak. Please feel free to share with KMC, how our measures impact you. And of course, your therapist is willing to help you manage how the virus is impacting your well-being. We sincerely hope and pray that you and your families remain safe and healthy!