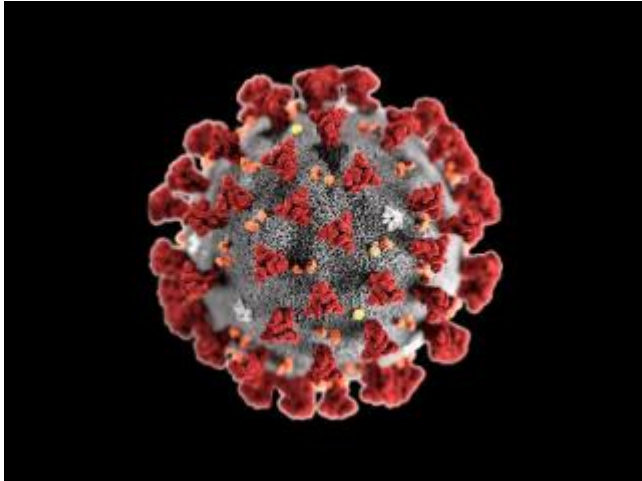




COVID-19 Notice

Blog
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March 13, 2020
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Telehealth Services for Clients

Here at Pacific Centre Family Services Association the health and safety of our clients and staff are of the highest priority. In response to the World Health Organization's recent declaration of COVID-19 now being a pandemic, we would like to assure the public that we are implementing procedures to ensure everyone's safety.

While this crisis is occurring, we understand that it is important for our clients to still be able to access mental health services. We are currently closed for in-person counselling sessions, but we are offering Telehealth Services. Telehealth is a form of counselling that takes place over the telephone, text, or video conferencing. Counselling provided through Telehealth will be delivered with the same level of confidentiality, ethics, professionalism, and quality of care you would receive through in-person sessions. For video conferencing sessions, your counsellor will use a secure and encrypted technology platform to ensure your privacy.

For questions about our services, or if you need support in connecting with your counsellor, please call our main reception line at 250-478-8357. If you would like more information about Telehealth support, please contact our Intake counsellor, Liz Overton, at 250-940-4373. Messages will be checked remotely on a regular basis, and the information will be passed on via email to the appropriate contact.

For more information, please follow updates from Island Health and the British Columbia Ministry of Health.

<https://www.islandhealth.ca/health-alerts/health-alerts/novel-coronavirus-covid-19>