



## ~ ATTENTION ~

During the COVID-19 pandemic, our first and foremost focus is the well-being of our clients, our team, and our communities. As such, we want to do all that we can to prevent the spread of COVID-19 while continuing to offer mental health support during this uncertain time. In order to accomplish these goals, we are making the following changes effective Monday March 23<sup>rd</sup>:

### COUNSELLING SESSIONS

We will continue to serve our current clients and accept new clients. Sessions will be offered by phone or video-conferencing only. While face-to-face counselling is our preferred method of delivery, we recognize that there are sometimes circumstances that require exceptions and we feel that this is one of those times. The platform used for video conferencing is called doxy.me. All data is encrypted, your sessions are anonymous, and none of your information is stored. This platform is recommended by the Psychologists Association of Alberta and is PHIPA (Personal Health Information Protection Act) & PIPEDA (Personal Information Protection & Electronic Documents Act) compliant on all plans. For additional information regarding their privacy standards, visit the following link: <https://doxy.me/privacy-policy>.

### ADMINISTRATION

An administration team member will be available by phone (403-327-7080) or by email ([info@crossroadscounselling.ca](mailto:info@crossroadscounselling.ca)) during our amended business hours.

### HOURS

Monday 9am to 2pm  
Tuesday 1pm to 8pm  
Wednesday 1pm to 8pm  
Thursday 1pm to 8pm  
Friday 11am to 4pm

**We thank you for your understanding in this matter and wish you protection and peace during this challenging time.**