

## COVID-19 -Frequently Asked Questions & How to Guide

### How will we conduct Group Meetings?

PFA is currently working to revamp our processes to immediately begin using internet based video/audio solutions. We have been coordinating with all our clients to ensure we have current email addresses and phone numbers to ensure we can provide timely information to ensure you will be able to continue treatment with us.

The toolset we are using for group meetings is Zoom (<https://zoom.us>)

**You must be alone during all sessions to maintain privacy for all clients. Sessions will not be recorded.**

### How will we conduct Individual Meetings?

Similar to group meetings we will be utilizing internet based video/audio solutions to conduct these meetings.

The toolset we are using for individual meetings is Doxy.Me (<https://doxy.me>).

**You must be alone during all sessions to maintain privacy for all clients. Sessions will not be recorded.**

### What are the system requirements for attending these online meetings?

PFA believes the great majority of clients should be able to connect to these meetings using either a standard laptop/desktop computer (recommended) or any smart phone device. Below are the links for minimum requirements for each toolset.

#### Group Zoom (laptop/desktop)

<https://support.zoom.us/hc/en-us/articles/201362023-System-Requirements-for-PC-Mac-and-Linux>

#### Group Zoom (Smart phone or tablet)

<https://support.zoom.us/hc/en-us/articles/201179966-System-Requirements-for-iOS-iPadOS-and-Android>

#### Individual Sessions Doxy.me (any device)

<https://help.doxy.me/en/articles/95860-minimum-system-requirements>

**PFA highly recommends that you use headphones during these sessions for privacy and safety.** Please let PFA know if this is a problem for you. Headphones are generally available at most retailers including most dollar stores.

Many cell carriers are providing unlimited cell data policies to help individuals during this crisis.

### What do I need to do before logging into my first session?

Many of you have signed the Tele-Health consent that you received via email and the SignNow website. If you have not received and or signed that please email [general.pfa@gmail.com](mailto:general.pfa@gmail.com) and request that we send you the telehealth document. **You CANNOT receive services until you e-sign that document.**

### What if I don't have the minimum requirements to attend?

PFA will work with individuals to help to identify solutions to these problems. Please note that almost all newer smart phones manufactured in the last 5 years are capable of connecting using the toolsets we have identified.

### When will my Group/Individual meetings occur?

**Groups:** We plan on keeping your current group scheduled day and time that you attended in person in our office. You will receive emails from us soon with invitations to these meetings which will detail to you the day and time to connect.

**Individual sessions:** We will be in contact to schedule or confirm future or scheduled individual sessions.

*Please let your therapist know as soon as possible if you cannot attend on the day/time specified and we will attempt to resolve the conflict.*

### How do I pay for my treatment?

#### Pay by Credit/Debit card:

PFA has implemented credit/debit card payment website solution that is currently available for use.

<https://www.pfacounselingandassessment.com/online-payments.html>

We believe this solution will be the easiest way for most clients to quickly pay.

PLEASE ENSURE YOU ARE MAKING THE CORRECT SERVICE WHEN MAKING PAYMENT (example: Group or Individual, evaluation etc).

The majority of you will be either choosing "GROUP SESSION" or "INDIVIDUAL THERAPY SESSION". All the reduced fee options MUST be pre-approved by PFA *prior* to you using these payment options.

After payment is completed you please make note of the **ORDER NUMBER** (10 digit number in your transaction) for your purchase. This order number will be your proof during check-in that you have paid for the meeting. You should also receive an email after purchase detailing this order number for your reference and records.

#### Pay by Cash/Check

PFA would prefer that most clients utilize the above credit/debit card procedures, however if you do not have access to a debit or credit card PFA will also take payments by using the following procedures:

##### **Mail a check payable to PFA to**

8830 West Colfax Ave

Lakewood CO 80215

**Or**

##### **Drop an envelope into our mail slot at the above address**

PFA will be collecting these funds on a regular basis and the mail slot is being monitored 24/7 via closed circuit video/audio.

*We hope this option is being used only if the above solutions are not an option.*

**What if I am a vouchered client?**

If you believe you are vouchered please attend group. In some cases we may require you reach out to your probation or diversion officer or case manager to verify vouchers going forward. PFA will let you know if this is required.

**What if I cannot pay?**

Please attend your next group anyway and we will discuss your situation 1 on 1 at later time. Please remember your treatment is court ordered/required and payments are a requirement of treatment compliance.

PFA understands that each client may have unique financial issues and we do our best to work with those with the most need.

**What if I am in a halfway house and are not provided cell phone / computers needed to attend?**

We are working with each facility to come up with a solution. If a solution cannot be found your treatment will be placed on hold fully resolved or the crisis has ended.

**What if I have technical issues while connecting to my scheduled meeting?**

PFA recognizes these toolsets may be new to many of you and we expect initially to have some technical issues. Please don't panic, just let your therapist know the issues you are having and we will make every effort to help you resolve these issues. You will not be marked absent as long as you are communicating with us your issues and are working with us to resolve them as quickly as possible.

PFA believes the majority of the issues that may occur will likely be due to issues with laptop/desktop computers and ensuring your web camera and microphone are working properly. Below we have identified troubleshooting steps that may prove helpful:

<https://support.zoom.us/hc/en-us/sections/200305593-Troubleshooting>

<https://help.doxy.me/en/collections/1359402-troubleshooting>

**DOMESTIC VIOLENCE PROGRAM CLIENT living in the same home as the victim – please ask the victim to check in using our PFA victim check in number at 303-807-9018.**

**Who can I contact if I am having a mental health crisis?**

Go to the Colorado Crisis Center <https://coloradocrisisservices.org/> website, call them at 1-844-493-8255 or Text "TALK" to 38255

*We will all help each other get through this together.*