



## FAMILY PSYCHOLOGICAL SERVICES of Lakeland

### To Our Parents and Families,

We hope you and your family are healthy and well during this period of uncertainty because of the Corona virus. We want to update you regarding our office hours, appointment times, and precautions we are taking to remain as hygienic as possible. **Presently, Family Psychological Services of Lakeland continues to maintain standard office hours for scheduled appointments.**

We would like to reassure you that we are taking precautions to keep our waiting room, playroom, and therapy room as hygienic as possible. We will be wiping down the waiting area, playroom, and therapy room with disinfectant at the beginning and end of each day and in between each session. We have removed play materials that encourage sharing bodily fluids, such as flutes and whistles, among others. We are also asking you and your child to use the provided hand sanitizer as you enter and leave the office. Although we are taking precautions, we cannot guarantee that the therapy room and playroom are completely virus-free. Please consider you and your child's health and possible symptoms before attending your appointment.

We remain committed to you and your children and will work with you on the safest way to provide play therapy services. We are also providing an outside shaded waiting area for your convenience if you are more comfortable waiting outside of the office area. Parents, we understand your children are now home full time; however, if at all possible, please be mindful not to bring their siblings to your child's appointment. If this presents a hardship, please let us know and we can come get your child from the car and we can return your child to your car at the end of the session.

We are now providing **Teletherapy Services** with a HIPPA compliant secure platform through Thera-LINK for family's or individuals that would prefer this type of service delivery. The teletherapy allows for easy access through a cell phone, tablet, I-Pad, and a laptop or a desktop computer. Therefore, if you prefer teletherapy rather than coming into the office, please email or call us and we will be happy set your appointment for teletherapy services. If you or your child are suffering from a fever, cough, or shortness of breath please notify us and we will be happy to reschedule your appointment or provide Teletherapy Services.

In order to create the most productive therapy session, please feel free to email an update regarding your child's progress in order to maximize their appointment time. The email address is: [info@fpslakeland.com](mailto:info@fpslakeland.com)

To keep up with the latest updates or changes to our office operations, please **LIKE** and **FOLLOW** us on our **Facebook Page** at **Family Psychological Services of Lakeland** (<https://www.facebook.com/fpslkld/>) or go to our website, [www.fpslakeland.com](http://www.fpslakeland.com) for the latest information.

We appreciate your patience and understanding and we look forward to seeing you soon.

Elizabeth Lester Dumville, LMHC-S, Psy.D.

Melissa Banttari, Administrative Assistant

Please feel free to check out a list of resources provided by American Psychological Association website for parents and caregivers:

**National Public Radio (NPR)**

[Just for Kids: A Comic Exploring The New Coronavirus](#)

**New York Times**

[Talking to Teens and Tweens about Coronavirus](#)

**SAMHSA**

[Talking with Caregivers, Parents, And Teachers during Infectious Disease Outbreaks \(PDF, 12.8MB\)](#)