

Hello Glen Haven Military Families,

Due to the COVID-19 worldwide pandemic, MFLC and Child and Youth Behavioral MFLCs (CYB-MFLCs) will be able to temporarily provide telehealth services to you and your children. These services include video and telephonic (VTC) non-medical counseling in areas where face-to-face support is restricted due to COVID-19. We are pleased to announce this temporary capability to provide continuity of care for the families in the Glen Haven Elementary School community.

The model of MFLC and CYB-MFLC VTC is below.

- Telephonic and video non-medical counseling Support for Children and Youth:
 - Individual video non-medical counseling sessions for minors age 13 to 17 (parent or guardian must be available at the start of each video session to give parental consent and provide line of sight requirements during the session)
 - Family video non-medical counseling for minors 6 to 12 years of age (parent or guardian must attend each session)
 - Special events will be offered throughout the school day, including Meet the MFLC, Lunch Bunch, and special non-medical counseling groups.

Our CYB-MFLC, Jennifer Noble is available to provide video and telephonic non-medical counseling support. She can be reached at (240) 549-2278 to establish a telephonic or video non-medical counseling appointment.

The counseling sessions will be conducted by the Magellan MFLC Zoom video conferencing application. The Zoom application meets all federal privacy regulations, and each counselor has a Magellan provided smartphone which is only used for business purposes. The option to record the session has been disabled from Zoom and Magellan's MFLC communication policies prohibits recording of telephonic non-medical counseling services.

The counselor will be in a private location during the call, and the counselor will ask that you and your child(ren) are also in a private location before the session begins.

Scheduling a counseling session is simple and all you need to do is contact the MFLC at their MFLC phone number: (240) 549-2278.

We hope that you will find the MFLC support helpful during these difficult times.