

CELEBRATING OVER 20 YEARS



PROVIDING BEHAVIORAL HEALTHCARE SERVICES

March 16, 2020

To: All CONSUMERS AND PARTNERS OF D'VEAL  
From: John McCall, Chief Executive Officer  
RE: COVID-19 (CORONAVIRUS) RESPONSE

As all of you know, COVID-19, Coronavirus, is increasingly impacting our daily lives in an unprecedented manner. As an agency, we want to ensure the safety of all of you and the consumers we serve. **To ensure that we keep our consumers, community partners safe, effective Tuesday, March 17, 2020, D'Veal will only be providing clinical services remotely. Business operations will also continue remotely wherever possible.**

We will maintain a skeleton crew to ensure that our business operations can continue to support our critical work. During this time, we will be closely monitoring the situation as it develops to ensure the safety of everyone. We are also following recommendations provided by the County of Los Angeles and the State of California as well as the universal precautions developed and published by the Center for Disease Control.

We are grateful for your support, understanding, and cooperation as we navigate through these challenging and difficult times.

Sincerely,

  
John McCall, LCSW, ACSW  
Chief Executive Officer

BALANCED FAMILIES . BALANCED CHILDREN . BALANCED LIVES

MAIL: P. O. BOX 40255 · PASADENA, CA 91114-7255 · TEL: 626-296-8900 · FAX: 626-296-8910  
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## **CONCERNS/FREQUENTLY ASKED QUESTIONS**

### **1. Are my appointments canceled?**

*Your therapist will contact you with updated information on therapy sessions.*

### **2. How do I contact my therapist?**

*All staff serving your family will be in contact with you and ensuring that you have all the appropriate contact information. In the event you have not been contacted and do not have the appropriate contact information, please call (626) 296-8900.*

### **3. What do I do or who do I contact if my child is in a crisis?**

*If there is a life-threatening emergency, please call 9-1-1.*

*For all other non-life threatening emergencies, call the Agency Exchange at:*

**(310) 854-5034 / (310) 854-5000**