



FAMILY SERVICE &
GUIDANCE CENTER

COVID-19 Response Update

March 20, 2020

In response to COVID-19, Family Service & Guidance Center is making a number of modifications in order to meet the behavioral health needs of children and families and also do our part to keep our clients and employees safe. We have approached these decisions with great care. It is our intent to provide as many services as possible while adhering to social distancing requirements. In this highly stressful time, it is critical that mental health services are available, and we are committed to meeting this need via alternative communication methods.

The following modifications are effective immediately and will be in place until further notice:

- We will suspend all face-to-face services and will provide many, but not all services via telephone or video methods.
- We will continue to provide crisis services in person when appropriate, following COVID-19 safety precautions.
 - If your child is experiencing a mental health crisis, please call our main number 785.232.5005 24/7.
 - For medical emergencies, call 911.
- All group services have been suspended indefinitely.
- Our main facilities at 325 and 327 S.W. Frazier Ave. will **not** be open during this time. However, the Genoa Pharmacy housed in our 325 S.W. Frazier Ave. location will continue to fill prescriptions. Prescriptions can be mailed and in some cases delivered, and can be picked up at the location. Please call ahead for curbside delivery to ensure your prescription is ready: 785.338.8899.
- We continue to accept new clients. Please call our main number 785.232.5005 and reception will assist you.

For clients:

- Providers will contact clients via telephone at their scheduled appointment time. Therefore, please let us know if your telephone number changes.
- If you need to schedule or reschedule an appointment, please call 785.232.5005.
- If you are experiencing a mental health crisis, call 785.232.5005.
- For admissions, please call the main FSGC number at 785.232.5005.
- Coming soon to FSGCtopeka.com - helpful resources for parents and caregivers to help your family stay mentally healthy during this difficult time.
- If you have any additional questions, please call 785.232.5005.

We know this is a very stressful time for everyone. We are here to help you and your family. Let's all take care of one another. We're going to get through this together!

Brenda S. Mills, MSM, FACHE
Chief Executive Officer