



March 18, 2020

The coronavirus pandemic is affecting all of our families, our businesses, our communities, and our way of life. As COVID 19 continues to impact our communities we wanted to inform you of changes to the way CenClear provides service. We feel the changes will help to support you as well as our staff.

During this time, we wanted to reassure you that we will continue to provide mental health and drug and alcohol services. Your health, safety, and well-being are a top priority for CenClear. Effective 3/17/20, CenClear's office buildings are temporarily closed; however, we are continuing to provide services via phone or other electronic means.

Services will be conducted via phone or video, if possible, at your regular scheduled appointment date and time(s). You will be receiving phone calls from staff including, therapists, nurses and prescribers. These phone calls could be coming from an unknown or blocked number. It is important to make yourself available during your scheduled appointment time. CenClear will continue to be here for all those we serve, whatever the circumstances.

Our phone lines remain open and we will continue to receive and answer phone calls. Please call if you have any questions or concerns or need to schedule or change an existing appointment. We ask for your patience, as response times may be longer than usual due to all the changes and volume of calls. Please regularly check our website at www.cenclear.org or our Facebook page for updates.

Thank you for your understanding and patience during this time. We are honored to continue to serve your needs and the needs of our communities.

Sincerely,

A handwritten signature in cursive script that reads "Pauline Raab".

Pauline Raab CEO