Dear Friend,

Family Counseling Service of the Finger Lakes’ mission is to provide professional counseling and support services to individuals, children and families to improve the quality of their life at home and in the community by helping them cope with stress and trauma, such as the anxiety, worry, and uncertainty about this growing global pandemic. A public health crisis like the coronavirus can cause uncertainty and stress for people of all ages and identities.

Our Agency is still open, but effective 3/18/20, our waiting rooms will be closed for the next few weeks. In order to continue to offer support and therapy to our clients, our therapists and advocates are now offering online video therapy (telehealth) through a HIPAA compliant platform. This will allow our clients to continue to have therapy and advocacy services from the safety of their own home. Please refer to the supports we have in place during this time of social distancing that will help us stay connected.

**LGBTQ Support:**
For LGBTQ young people who are already at greater risk of anxiety, depression, and negative health outcomes, the coronavirus can exacerbate the challenges they already face. The social distancing and isolation necessary to stop the spread of the virus can also increase the feelings of loneliness and need for support that so many LGBTQ youth experience. Keep an eye on our social media for virtual YANA and support meeting times (@FLXYANA, @FLXPRIDE, @LGBTQCenterFLX). Our staff, trained in LGBTQ Supports, can be reached during regular business hours at 1-585-337-0769 or 1-585-337-0834. Additional support, outside of business hours, can be found 24/7 at TrevorLifeline at 1-866-488-7386, or by texting 678-678 or via chat at TheTrevorProject.org/Help.

**Domestic Violence Support:**
Our Domestic Violence Hotline remains a 24/7 service at 1-800-695-0390. Services will be provided via telephone, telehealth and, when deemed necessary and safe, in person.

**Direct Client Services:**
If someone is needing advocacy or counseling services, staff will be available to provide direct service and support utilizing telehealth options. With the rapidly evolving health crisis, we felt extending the reach of our services into the home was crucial in helping to meet client need while also limiting community exposure. Counseling & Advocacy support will be available via Doxy.Me and direct telephone calls. For appointments please call our offices at - **Geneva:** 315-789-2613, **Canandaigua:** 585-394-8220, or **Newark:** 315-331-8494

**Bilingual Services:**
Bilingual services include emergency transportation, translation, assistance with obtaining services (DSS), emergency court advocacy and advocacy with other service providers. Our bilingual services are available during regular business hours at 315-909-4653 or via telehealth through Doxy.Me.

**Servicios bilingües:**
Los servicios bilingües incluyen transportación de emergencia, traducción, asistencia para la obtención de servicios (DSS), defensa judicial de emergencia y defensa con otros proveedores de servicios. Nuestros servicios bilingües están disponibles durante las horas de trabajo habituales al número de teléfono 315-909-4653 o por la tele-salud a travéves de Doxy.Me.

FCSFL will continue to utilize social media, website and email to stay connected to our clients, community and staff. As resources around our service area become available, we will post them through those sources: **fcsfl.org, @fcsfl, familycounseling@fcsfl.org**

Regards,