



# Personal Growth Concepts, Inc.

COUNSELING & RELATED SERVICES

Subject: John Pacheco and Personal Growth Concepts, Inc. Announce Hybrid Reopening, September 7, 2021

Greetings! Since March 2020 almost all of our counseling sessions have been virtual. The last several months my staff and I have been discussing how to safely resume some in-person sessions. Two of our staff members are unable to get vaccinated due to medical conditions and the advice of their doctors. The safety of our staff and each of our clients has been paramount in our planning. We have been staying in touch with state and local public health and professional organizations.

I am happy to announce that we will have a hybrid reopening, effective September 7. A hybrid reopening means that each of our counselors will be available for some in-person counseling sessions in our Stratford and/or Naugatuck offices for one or two days per week. The remaining time, they will continue offering telehealth sessions via HIPAA compliant platforms: Zoom, Doxy or via telephone.

We have established the following guidelines and ask for your cooperation:

1. Masks are to be worn in the waiting room. Please bring your own. If you forget, we will have some available.
2. Once in the counselor's office, you may be asked if you are fully vaccinated or not. Please answer truthfully.
3. You and your counselor will then decide together whether to continue wearing masks or not during the counseling session. Your counselor will have the final say.
4. We encourage social distancing. Each counseling office has the space to allow at least 6 feet between counselor and counselee.
5. Clients generally are not allowed in the business office. If necessary to use the credit card machine, you may be asked to put your mask on if other staff are present.
6. Please note, at this time we will not be asking other health questions or routinely taking your temperature. If you have an appointment and are not feeling well, please call your counselor ahead of time, inform them that you

are not feeling well and cancel the session. Please help us keep everyone safe.

7. We are taking the following measures to further protect you and our staff:
  - a. Windows will be open as much as possible and the weather allows.
  - b. Air purifiers are being purchased and will be in use.
  - c. Hand sanitizer will be available in each office and the waiting room.

If you have been seen via telehealth during the pandemic, we encourage you to continue doing so. If you strongly prefer to be seen in person, please discuss that with your counselor as soon as possible. There are a limited number of in-person sessions available per counselor and your counselor will offer you an in-person appointment when they have availability. This may mean the date and/or time of your appointment may change from what it has been. Please be sure you and your counselor are clear whether each session you schedule will be in person or telehealth. The counselor will indicate on our calendar how the session will be conducted.

Our business office staff has been phenomenal in helping us get through the last 18 months. Kristin has been extremely adept at getting the initial paperwork coordinated for our new clients; Barbara has been especially efficient in getting our new cases opened; and Maryann has been great training Barbara, checking our new cases and answering a wide variety of billing and insurance questions. As we move to our hybrid reopening, our business office staff will continue to work sometimes in the office and sometimes from home. Please be patient with us as we make yet another adjustment.

Finally, we are attempting these changes, at this time, given the current state of the Covid-19 pandemic. We will continue to stay abreast of developments and intend to honor federal, state, and local policies and recommendations as they evolve. We will keep you informed via future emails, in-person communications and/or signs on our waiting room doors. If you have any questions, please contact me at [jpacheco@personalgrowthconcepts.com](mailto:jpacheco@personalgrowthconcepts.com) or 203-375-5782 x2. Thank you.

I wish you peace in who you are and in all that you do.

  
John A. Pacheco, ACSW, LCSW, LADC  
Director