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Dear Urban Wellness Clients,

We are beyond grateful for your continued support and flexibility throughout the course of the pandemic. Everyone has had to be flexible and adapt to many changes as we continue to learn the best way to provide services to the communities at large in the safest way possible.

As we begin to open our doors for in person therapy services, we wanted to take a moment to share with you the changes we have made in order to keep our community members, staff, and client body as safe as feasible. Attached you will find a few separate documents which will thoroughly explain our protocol, procedures, and safety guidelines upon return. We will be requiring anyone who would like to resume in person services to be fully vaccinated. If you are unable to be vaccinated due to medical, disability, and/or religious reasons we will offer options of in person therapy services with weekly negative COVID tests. Additionally, we will continue to offer telehealth options to our clients on an ongoing basis, which has been a consistent reliable form of therapy. Mask wearing will also be required while in our office.

We are aware that as the world is loosening mitigations our choices to uphold strict guidelines might seem confusing. Our office has been closed to in person therapy for two years; a decision we did not make lightly. As an agency, it is our responsibility to make decisions that align with our values. We pride ourselves on being a staple in our communities that provides safety to all who enter our building. When we refer to safety, that is in the complete and global sense: physical, mental, emotional, free of harassment and discrimination. We will continue to align all of our policies and procedures around this model so that our therapists and clients can feel safe as they engage in the journey that is the therapy process.

In closing, we will continue to closely monitor ongoing trends in cases as it pertains to COVID. We are taking action similarly to other healthcare practices when it comes to mitigations we implement surrounding COVID protocol and will adjust our policies in accordance. Thank you for your understanding as we transition back to in person work.

Well Wishes and Gratitude,

Dana Rivera, LCPC
Executive Director