



March 19, 2020

To our valued patient families,

JourneyCare has been staying up to date with information and recommendations from The Centers for Disease Control and Prevention (CDC), The Illinois Department of Health, and official statements made by the Governor of Illinois regarding coronavirus (COVID-19).

In response to guidance from these organizations, **JourneyCare will conduct all individual and group grief sessions “virtually” starting March 19, 2020 until further notice.** We recognize how valuable in-person counseling can be when working through your grief journey, and greatly appreciate your understanding and flexibility while our team puts these important safety measures into place.

Our JourneyCare Grief Counselors will utilize either phone or Skype to conduct their sessions. Skype is a secure virtual space for individual and group sessions, as it is part of a business associate agreement JourneyCare has with Microsoft. Your counselor will be in contact on how to work with this useful tool through your computer or phone. JourneyCare is assessing the situation daily and following recommended precautions and protocols to help keep our staff, patients and their loved ones in the community safe.

Thank you again for your understanding. Please stay safe, healthy and be sure to visit the CDC’s Coronavirus Disease website at [cdc.gov/coronavirus](https://www.cdc.gov/coronavirus) for the most up-to-date information.

To register for a group or be connected with one of our Bereavement Counselors, please contact griefsupport@journeycare.org or call our Bereavement Care Line at 224-770-2273.

Sincerely,

Megan Andriano
Manager, Grief Support Services

