



Reliant Services

March 26, 2020

COVID-19 Practices (PLEASE READ ALL)

Hello, all. We're hoping you and loved ones are safe and well. We know this pandemic has jolted everyone in many areas. The Colorado Office of Behavioral Health has offered some accommodations for all individuals enrolled in DUI services. For the time being, we are allowed to offer services through tele-health. Reliant Services will be using the VASTCONFERENCE service to achieve this. Below are specific instructions to attend your assigned session. All group times will be as if you were attending in person. If you are enrolled in the MON1730 group, your call will be every Monday @ 5:30pm. As if this were in person, no individual will be allowed attendance in alternate groups. Also, 15 minutes after the start of group, no callers will be allowed in (just like in person).

Instructions:

To start, you will call: **720.386.9023**
Conference Code: **247237**
You will be asked for your name, please provide first and last.

The host (Fred or Matt) will be able to view attendees time of entry, time of exit and manage, mute/unmute options from the VASTCONFERENCE dashboard. If an individual leaves a call before completion, that individual will not receive credit for that session.

Payment:

NO payments will be taken through conference call. It will be your responsibility to contact Reliant Services @ **720.510.9115** or make arrangements to make payment in person. We are able to take card payments over the phone. If you choose to make phone payment, it is recommended you plan to make payment for more than one session as all **ATTENDANCE/TREATMENT FEES** policies will be in effect, esp. no individuals will be allowed in group if their outstanding balance exceeds the dollar amount of three sessions.

This is new to all of us, but we're confident it will work out. **ALL** groups will start back up (as scheduled) on **Monday March 30, 2020 @ 5:30pm**. If you have any questions, please contact us either at **720.510.9115**, through text at **303.910.4575** or through email @ clinic@reliantcolorado.net. We realize there will be some hiccups, but if we work together, we can get back on track with your commitment to get this completed.

Please, PLEASE be safe and consider all affected during this crazy time.

Sincerely, Fred, Penny and Matt