

Fall 2020 SHS Operation Plans at a Glance – MGA Counseling and Accessibilities Services, Macon and Cochran locations

Emergencies and Urgent Health Needs:

- **Call 911 or report directly to the nearest hospital for any emergent medical needs or suicide attempts.**
- Walk-in appointments are suspended until further notice, all appointments must be scheduled by phone to gain access to counseling and accessibility services
 - Phone numbers, resources, and directions will be clearly posted online, on the counseling and accessibility services web pages, exterior doors, and voicemail recordings

Scheduling Appointments and Contacting MGA Counseling and Accessibility Services:

- Please call the preferred campus office (Cochran (478) 934-3080 / Macon (478) 471-2985) and be prepared to leave a voicemail for non-urgent needs only, which will be checked frequently during hours of operation.
 - Remember, voicemail is not a secure form of communication. Please do not divulge sensitive information in the message.
- Staff will telephone triage and use the Youcanbookme feature for all individuals seeking Counseling and Accessibility services.
- All appointments will be scheduled to limit one patient encounter at the time to allow for adequate physical distancing and time for added cleaning and sanitation
 - Anyone with a positive telephone screening, severe illness, and/or notifies counseling or accessibility staff of possible COVID-19 symptoms/exposure will be directed to community testing sites and appropriate health resources.
- Telehealth (distance counseling) services will be offered. Face to face, in-person, visits will be limited to highly acute clients who meet exception criteria (crisis counseling).
- If MGA is fully online, the main point of contact for non-urgent needs becomes email instead of phone please see our webpage for our email addresses.

Emergencies or Crisis Services:

- Email is not an appropriate way to get emergency or crisis assistance.
- If immediate assistance is needed due to emergency, the student should contact the counselor at (Cochran (478) 934-3080 / Macon (478) 471-2985) during operational hours. If after hours, the student will contact campus police or the Crisis Hotline.
- In a crisis, the student can attempt to contact the counseling center. Other members of student affairs may be helpful in reaching a counselor if this is unsuccessful. The counselor will make every effort to meet with you promptly, but may not always be available for immediate assistance.

Counseling and Accessibility Services and Events:

- Counseling and Accessibility services may vary subject to availability, staffing, and ultimately the safety of both patients and providers
- Health outreach/educational programming and workshops will be conducted in a virtual environment.

** In all scenarios, Counseling and Accessibility Services will defer to the expertise of CDC and DPH for updated guidance on best practices and adhere to MGA/USG guidelines*