

Dear Students:

During these uncertain and ever-changing times, we recognize the level of anxiety associated with the current atmosphere and how our lives have been affected by the spread of COVID-19.

The Wellness Team, which is a collaboration of Counseling and Health Services, will provide the following support for students beginning March 23, 2020.

In the days to come we will post on RavenNation and through RavenFlashes how to practice self-care while you are away from campus. This will include videos, articles or posts to read. We will use therapeutic techniques, education, and sometimes humor within these posts to provide remote outreach during these difficult times.

The members of the counseling team will also be making themselves available for remote appointments with current students. Please reference the protocol below if you wish to speak to one of the counselors:

- Go to the online portal through Therapy Notes – you can find the [link on the Counseling website](#);
- Schedule the 30 minute consultation (appointment);
- The counselor will email your Franklin Pierce email with a link for a Zoom meeting prior to the time you have scheduled, so it is important to check your Franklin Pierce email; and
- At the time of the meeting, click on the link that the counselor has sent you in your email to join the HIPAA-compliant meeting.

Please understand that in these unprecedented times, we will be providing brief interventions that should be considered “consultations” rather than full therapeutic sessions.

We ask that if you are experiencing an emergency you call 911 and reach out to your home health care providers for assessment. If one of the counselors believes that you are in immediate danger to yourself or others, we will immediately contact your emergency contact and/or call the local police in your area for a safety check.

We will continue our efforts to support you through the end of the semester but please understand that we are also navigating this ever-changing environment. We hope that students will participate and give feedback. Social distancing is important right now and it is with pride that most of you have become part of the solution rather than the ongoing problem of those who continue to ignore the medical community’s guidance.

A sense of community during a time where social distancing is such a necessary step, is extremely beneficial when we are not able to be in the same place as our fellow Ravens. Technology has prepared up for this moment for years, right?

Remote access to health services will also be available. We are pleased to offer health care visits virtually via Zoom or telephone.

The policy will be as follows:

To initiate contact with a Nurse Practitioner please call 603-899-4130, then leave a message. We are checking our voicemails frequently throughout regular business hours. Alternatively, send an email to [healthservices@franklinpierce.edu](mailto:healthservices@franklinpierce.edu); and the provider will then send the Zoom meeting request to you via email. A user-friendly link for Zoom will be contained within this email.

The types of visits considered appropriate for this level of care are cold/flu symptoms, minor injuries that do not involve a potential concussion, skin rashes, minor skin allergic reactions, and follow-ups visits for students we previously discussed that are on an on-going basis.

Specific COVID-19 questions and whether or not testing would be indicated is perfectly reasonable to discuss in this manner. Types of visits not appropriate for this are any potential emergencies such as chest pain, mouth swelling, severe headache with numbness/tingling anywhere within the body, vision changes, weakness, or confusion. If you experience these or a head injury, possible allergic reaction which causes difficulty swallowing, shortness of breath or other potentially serious conditions, please call 911.

Sincerely,

Student Health Services