



# Business Spotlight

## *Sherman Counseling*

Greetings,

My name is Craig Phillips; I am a Professional Counselor and I am here to help.

In mid-March of this year the coronavirus pandemic changed business structures for many, counseling services included. In the first few weeks of the coronavirus crisis in the state, many clients canceled their face-to-face appointments as the virus began to spread. Sherman Counseling Services' offices in Appleton, Green Bay, Oshkosh, Manitowoc and Fond du Lac has worked to find a way to still reach those in need of services during this unprecedented time.

Prior to the virus the state had stringent requirements to perform telehealth services however those were somewhat loosened due to spread of the coronavirus. In the wake of the pandemic Sherman Counseling responded by rapidly mobilizing to implement telehealth services to all our communities. Every one of Sherman's clinicians became certified to offer the new services and clients are beginning to return for telehealth visits.

In a time of isolation and uncertainty, the ability to connect with a clinician over computer or phone can also help people deal with the various emotions they are facing as they try to cope with the coronavirus.

Converting to these telehealth sessions allows those who may be at risk for the virus — or simply do not want to catch it — to not have to leave their home to receive counseling and maintain their privacy.

The telehealth counseling sessions generally last 30 to 60 minutes, and the frequency of sessions is based on the client's needs, whether it's two to three meetings, weekly, or bi-weekly ongoing therapy. After making an appointment, clients are given a URL to a virtual room to speak with their clinician which allows us to interact via phone, or secure video conference.

During sessions I and other clinicians can speak with clients about their anxieties, depression, grief and a variety of stresses they are dealing with, including job losses or furloughs, my work is where my heart is. I can empathize with people who have been out of work, been laid off. I myself have struggled to know where I am going to make ends meet, my heart is really with people who are struggling right now.

Telehealth also has the benefit of time, although it is not unheard of to wait two to three months to meet with a clinician face-to-face, I have near-immediate availability on the telehealth platform as I continue to provide services in the area, and any forms people need to fill out can be done through mail or email.

The threat is at our door and we cannot go out and support each other. People are struggling right now, and Sherman Counseling is here to provide any service we can.

Craig Phillips LPC, MSE, NCC