



FAQ

Are you open?

Yes, as of March 26th, the CFR offices are open in Ames, Boone, Clarion, Fort Dodge, Humboldt, Pocahontas, & Webster City. Our Rockwell City office, which is usually open on Tuesdays, was temporarily closed by the building's landlord.

We're continuing to run all outpatient and residential programs, but with extra safety precautions in place.

You may receive your outpatient services in person, or we also offer the option of connecting with your therapist or counselor from your own home, using online telehealth or phone.

I'm not feeling well - if I cancel my appointment, will there be any penalties?

No, if you do not feel well and need to cancel your appointment, there will not be any penalties. Just call us and explain the situation. If you still want to connect with your therapist or counselor from the comfort of your own home, just ask about how to access telehealth services using your computer, tablet, or phone.

I'm worried about COVID-19 and not sure if I should come in for my services.

We understand your concern and we're here for you! Give us a call and ask about options to use telehealth or phone for your outpatient counseling or therapy services.

I heard you are offering telehealth services, but I'm not very technologically savvy.

That's ok! In addition to offering telehealth (audio + video) using an online system, during this pandemic, we can offer counseling and therapy services on the phone. Give us a call and we will help you through getting this set up with your current counselor/therapist.

866-801-0085
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