

## SAMPLE CLIENT LETTER

Dear (Client's Preferred Name),

I wanted to reach out to you to address concerns about how the coronavirus (COVID-19) will impact our in-person sessions at the facility. [Name of RCC agency] is committed to providing you with services, while keeping you safe and healthy.

We are keeping track of the pandemic and following the recommendations of the Centers for Disease Control and Infection (CDC), the World Health Organization (WHO), and the California Department of Public Health. As of March 17, non-CDCR staff are not permitted to enter state prisons until further notice. This means that we are not able to enter the facility to meet with you until we hear differently. During these uncertain times, we will continue to provide you with updates. Stress, anxiety, loneliness, and depression can all increase during times like this and we are here for you.

Although we will need to reschedule our in-person counselling session and groups, my colleagues and I will continue to respond to letters and hotline calls during the pandemic. So please reach out to us by phone or letter to receive support from [Name of RCC agency]. You can call us by dialing (insert phone number) on any phone in the facility, all calls made to our agency are free and are not monitored and not recorded. To write to us, you can send us a letter to (insert mailing address). All letters should not be read by facility staff and to maintain this confidentiality, write "Evid. Code 1035.4 Confidential/Privileged Communication" on the outside of the envelope.

We wish you all the best and look forward to hearing from you.

Sincerely,

(Name of advocate, signed and typed)