



March 31, 2020

For Active Duty Military Members the Military Family Life Counselor (MFLC)
(Temporary video and telephonic non-medical services)

Greetings Military Families,

Due to the COVID-19 worldwide pandemic, the assigned **Military Family Life Counselor (MFLC)** will be able to **temporarily** provide telehealth services to you and your military children. These services include video and telephonic (VTC) non-medical counseling in areas where face-to-face support is restricted due to COVID-19. We are pleased to announce this temporary capability to provide continuity of care for the military families at Shoal River Middle School.

The model of school **Military Family Life Counselor (MFLC)** VTC is below.

Support for Military Adults:

- Telephonic and video non-medical counseling

Support for Military Children and Youth:

- Individual video non-medical counseling sessions for minors age 13 to 17 (parent or guardian must be available at the start of each video session to give parental consent and provide line of sight requirements during the session)
- Family video non-medical counseling for minors 6 to 12 years of age (parent or guardian must attend each session)

CYB-MFLC, Ms. Michelle Long is now available to provide video and telephonic non-medical counseling support. She can be reached at (850) 417-4278 to establish a telephonic or video non-medical counseling appointment.

The counseling sessions will be conducted by the Magellan MFLC Zoom video conferencing application. The Zoom application meets all federal privacy regulations, and each counselor has a Magellan provided smartphone which is only used for business purposes. The option to record the session has been disabled from Zoom and Magellan's MFLC communication policies prohibits recording of telephonic non-medical counseling services.

The counselor will be in a private location during the call, and the counselor will ask that you and your child(ren) are also in a private location before the session begins.

Scheduling a counseling session is simple and all you need to do is contact the MFLC at their MFLC phone number: Ms. Michelle Long, (850) 417-4278

We hope that you will find helpful the MFLC support during these difficult times.