



COVID Update

All Family Healing Groups are offered virtually. We will be moving to in-person very soon! Group members will be provided the Zoom links upon completion of orientation requirements and are permitted to select and attend one weekly group session. There are no excused absences.

Confidentiality Notice and Virtual Expectations

Family Healing Program meetings are confidential. Confidentiality includes but is not limited to: not repeating things shared by fellow group members, sharing details on social media or taking photos/screenshots/videos of FHP meetings.

Multi-tasking during group will not be tolerated. This includes working, shopping, picking up food, cooking, eating, cleaning, running errands, etc.

- **Group members must:**
 - Enable camera access;
 - Be aware of their physical space;
 - Not allow someone to remain in continuous earshot;
 - Use headphones if available;
 - Not show personal or family photos in their background.
 - Listen and actively participate.
- **Group members must NOT:**
 - Share the zoom links or access codes with anyone;
 - Use electronic cigarettes and/or vaping devices;
 - Use or show alcoholic beverages, chemical substances and/or paraphernalia.

Payment Details

- Payment can be made online, in-person or via paper mail.
- Make checks to East Side Neighborhood Services. In the memo write *Family Healing Program (FHP)* and your first and last name, if your name does not appear on the check.
- Online payments may be made at ww2.e-billexpress.com/ebpp/ESNS. A \$3.00 fee applies.
- In-person payments may be completed by appointment only. Visit esns.org/familyhealing for more information.

Contact Information

- Phone calls and emails will only be answered Monday-Thursday. Please note emails and phone calls received after 4pm on Thursday will not be answered until Monday after 12pm.
- If you have any questions or concerns, please contact us directly. Email is the most effective method of communication. We will respond within 24-48 hours.