



**St. Louis City:** 2650 Olive St., St. Louis, MO 63103, 314-371-6500

**Northwest:** 2388 Schuetz, Ste A10, Maryland Heights, MO 63146, 314-898-0100

**South:** 11222 Tesson Ferry Rd., Ste. 100, St. Louis, MO 63123, 314-898-0102

March 16<sup>th</sup>, 2020

To our Provident clients:

This unprecedented time of response to COVID-19 has left many of you wondering if there will be interruptions in your access to Provident's behavioral health services. **We want you to know, first and foremost, that we are thinking about you.** There is no higher priority than the safety and wellbeing of our clients, our team, and every person who walks through our doors.

Provident is closely monitoring the COVID-19 situation as we continue to carry out our mission. We are proactively working to maintain our capacity in a variety of scenarios, making sure we can be there for you and that you'll get the help you need when you need it most.

### Our Services

- **Counseling and Psychiatric Services:** Effective Wednesday, March 18, we are conducting all counseling and psychiatric medication management appointments via telephone. We have been reaching out to contact all scheduled clients to inform that services are only available telephonically at this time. Should you need to speak to your therapist, please call the office where you are seen:
  - **St. Louis City (Olive Street):** 314-371-6500
  - **Northwest (Schuetz Road):** 314-898-0100
  - **South (Tesson Ferry Road):** 314-898-0102
- Our **Afterschool** sites follow school district closures; therefore, at this time all Afterschool programs are temporarily halted.
- **Mary Ryder Home** has postponed all resident outings and is allowing only emergent medical visits into the building.
- Provident's **24/7 Crisis Services** continue to operate by answering our own hotlines, as well as lines we answer for other agencies and contracts.

Feeling anxious about COVID-19 and how it is impacted your family? Our clients can call us for support at:

- **Current clients: 314-446-5158 (adult clients) & 314-446-2874 (youth clients)**
- **Not yet receiving our services? Call our helpline: 314-647-HELP (4357)**

On a personal note, I'd like to say that while there is no model for our current situation, Provident has been continuously serving clients for over 160 years. We are in this with you and will do everything we can to help you stay healthy and supported.

Sincerely,

-Kevin  
Kevin Drollinger, President & Executive Director

Please check Provident's website, [www.providentstl.org](http://www.providentstl.org), for updates.