Syntero's preventative action on COVID-19…starting, Monday, March 16th, Syntero counselors will no longer conduct face-to-face counseling sessions (including services at the Delaware campus), but rather provide students and clients with sessions over the phone to minimize exposure to the virus.

**Important updates from Shelbey:**

- Shelbey Mitchell, counselor Delaware campus will continue to serve students via phone
  
- Hours of service: Monday, Wednesday, and Thursday 8 am – 4 pm
  
- Shelbey’s contact information
  - email: Smitchell@syntero.org
  - phone: 614-715-4702

- Process for students to request an appointment or faculty/staff to submit referral:
  - Call Shelbey at 614-715-4702. If you need to leave a message, provide the following: student name and their cougar ID. This will allow Shelbey to look them up through Colleague.

- Additional resources
  - Helpline number for students (24/7) 1-800-684-2324 or text 211
  - Grady Hospital (Delaware area) - only hospital in the Delaware Area that provides psychiatric assessments.
    - If students live in Franklin County, they can go to any Ohio Health hospital, OSU, Mount Carmel, etc.

- Well check
  - If faculty/staff are concerned about a student, you can contact the police (non-emergency line) in that student's city of residence to do a "well check". Explain concerns and the police will go out and check on the student to make sure they are safe.