In response to COVID-19, Personal Counseling Services are preparing to offer remote services to students. The following options will be available to access Personal Counseling Services at the college.

**Distance Counseling:**
Distance counseling at Middlesex Community College is deployed on a case-by-case basis and will be provided during normal business hours. It can include telephone sessions and video conferencing. This service would generally be reserved for extreme situations, including a college-wide crisis response (i.e., pandemic infectious disease). Under licensing regulations in Massachusetts, counselors can only provide clinical services to students who reside in-state. Counselors will use a HIPAA-grade compliant video conferencing service platform to provide individual counseling sessions, the office telephone, or, if circumstances require, a private phone. All distance counseling correspondence, including necessary intake and informed consent documents, must be conducted via the MCC college email server, which is encrypted behind the college’s firewall. Any correspondence above and beyond routine scheduling matters must also use the college’s formal log-in encryption service.

**Contact Personal Counseling Services:**

- **Phone:**
  - Current students may leave a voicemail for Personal Counseling at 781-280-3630. Staff will respond to all messages by email or phone. Students will be prompted to speak clearly, leaving their name, A#, and question in their message.

**WebEx / Online Platform**
- Current students will be guided to connect with Personal Counselors via WebEx or similar service. This online tool allow for chat, voice, video, and screen share. Private breakout rooms will be utilized to provide individual appointments.
  - Students should be logged into MyMCC and utilize camera and microphone on their device. If you do not have a camera or microphone, you will be prompted to dial in to the meeting on your phone.