

Dear Client,

As you are aware, the Novel Coronavirus (COVID-19) has impacted the daily lives of all Californians. All schools and some businesses are closed with more being affected every day. The latest direction from the Department of Health Care Services (DHCS) allows for the provision of temporary Remote Client Services also known as Telehealth.

To avoid a delay in completing your DUI Program, ABC Programs will begin offering Remote Client Services beginning April 1, 2020.

Remote Client Services will enable you to continue your DUI classes with a certified counselor via a virtual meeting platform (RingCentral) temporarily during the COVID-19 crisis. To participate in Remote Client Services, you must:

- Sign the Client Letter and return it to ABC Programs by email or drop it off in person.
- To receive credit for the session, you must:
  - Attend the session in a private room, free of distractions.
  - Be logged on to the session before the start time.
  - Stay for the entire session.
  - Not be under the influence of alcohol or other drugs during the session.
  - Register with Full First and Last Name.

Certain technology is required to participate in this program. You must have either a computer, tablet, or phone with a working microphone, speakers, and a camera (for video meetings). You may also be required to download the free RingCentral software onto a computer or download the RingCentral application on a tablet or phone.

To take advantage of this unique opportunity and keep your DUI treatment program on track, read the privacy policy on the next page and sign where indicated. Return the signed page to ABC Programs at 3380 Flair Drive Suite 111, El Monte CA 91731 or e-mail to [elmonte\\_abc@abctrffic.com](mailto:elmonte_abc@abctrffic.com).

If you have any questions, please contact ABC Programs at 626-572-7001.

Sincerely,

*DUIP Manager*