



Special Instructions Related to COVID-19 for In-Office Appointments

SERS is following the recommended COVID-19 pandemic safety guidelines from the State of Ohio, as well as the Centers for Disease Control. These guidelines are intended to protect you, SERS staff, and the general public. Please read this information carefully prior to your scheduled counseling appointment.

Day prior to your appointment:

- Call our office if you can answer “Yes” to any of the following questions:
 - In the last three days,
 - have you experienced a new cough?
 - have you had a fever (a temperature at or above 100.4 degrees)?
 - have you experienced a sore throat?
 - To your knowledge, have you had close contact with anyone who has had a confirmed case of COVID-19 within the last 14 days?

Day of your appointment:

- Check your temperature prior to leaving for your appointment. If you have a fever (a temperature at or above 100.4 degrees), please call SERS at (800) 878-5853, or email Stephanie Thompson at sthompson@ohsers.org. SERS will reschedule your appointment.
- Remember to bring your mask.

During your appointment:

- Please wear your mask while you are in the SERS building.
- Only one guest will be permitted to attend the appointment with you.
- Social distancing should be maintained while in the Counselor’s office.

If you are not comfortable with required protocols, we recommend that you schedule a Zoom or phone counseling session. You must wear a mask that covers the nose and mouth to enter the SERS building.

Please contact our office at (800) 878-5853 if you have any questions regarding this information.

School Employees Retirement System of Ohio

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