



To Our HMCS Clients:

03/13/2020

It is our hope that we can support you, and give you some guidance regarding these uncertain times.

We are offering sessions via videoconferencing or telephonically. We are notifying you of this option with the intention to do our part in protecting your health while responding proportionately to the actual risk. Our goal is to reduce the chances of spreading this highly contagious illness.

When it comes to therapy, we are fortunate to have the option of switching to video sessions/or phone sessions if that's preferable, so that sessions can continue even when it is not advisable to meet in person. If you would prefer video sessions or phone sessions instead of coming in, even if you are not having symptoms, we can absolutely arrange for this. Let us know, so we can support you in any way possible, including answering all the questions you might have about teletherapy.

If this is the avenue we choose to continue treatment, we will troubleshoot together, and we will do our best to provide you with tutorials and walk-throughs so that you can feel comfortable accessing us via video-conferencing. **We must warn you**, as more business are transitioning online (not just therapists, but speech therapists, occupational therapists, schools, etc.), we will experience more glitches than what is normal, due to system overload. Our video-feed may crash, the image will be grainy, and load-times will be slow. Please do not judge your experience with online therapy while we are in unprecedented territory. We will tackle this together mindfully, patiently, and openly.

When it comes to understanding the necessary precautions and this virus, we ask that you keep your eyes on the science. Not only will you have more accurate information, but it will also keep your emotions at more manageable levels. For the most up to date and accurate information about the virus, follow the [CDC](#) and [World Health Organization](#). we also encourage you to follow their steps regarding the prevention of spreading the virus.

- Wash your hands often with soap and water for at least 20 seconds, especially after you have been in a public place, after blowing your nose, coughing, sneezing, before prepping and eating a meal, and after using the bathroom.
- If soap and water aren't available, use a hand sanitizer that contains at least 60% alcohol. Cover all surfaces of your hands and rub them together until the sanitizer feels dry.
- Avoid touching your eyes, nose, and mouth with unwashed hands.
- Cover your mouth and nose with a tissue when you cough or sneeze, or use the inside of your elbow.

- Immediately throw used tissues in the trash
- Stay home if you're sick, except to get medical care.
- Clean and disinfect frequently touched surfaces, including doorknobs, light switches, countertops, handles, desks, phones, keyboards, toilets, faucets, and sinks.

If you wish to continue sessions in person, please note that the current precautions we are taking include:

- Discontinuing certain forms of physical communication: handshakes, hugging, or other forms of physical contact for the duration of the outbreak. Though these may have been our usual forms of greeting, we will have to put them on pause to keep each other safe. Know that this does not mean the care we have for our therapeutic relationship has changed or lessened because of the lack of physical communication.
- Cleaning and disinfecting frequently touched surfaces before and after each session. Again, this is a necessary precaution to keep each other safe and in no way a comment or remark on your hygiene. The goal is to be as thorough as possible.

There are certain commitments we need from you to ensure that we are both safe:

- If you are sick, do not come to in-person sessions. If you have a fever, we ask that you do not come to the office until your temperature has stayed below 100.4 degrees for 24 hours or more, without the help of fever-reducing or other symptom-altering medicine - this is in accordance with CDC recommendations. Arrangements for video sessions can be made in this scenario.
- If you travel abroad (or any areas within the US that were deemed at-risk for local transmission in the future), please inform us before your session, so that we can make a decision about meeting in-person or switching to alternative options for two weeks.
- Canceling in-person or teletherapy sessions because you are not feeling well is encouraged. If cancellations are less than what is policy, depending on the circumstances, we may waive the usual cancellation fees.

Please call us with questions or to schedule any type of appointment whether it is phone, video or in person. Thank you for understanding.

Sincerely,

Healthy Mind Counseling Providers and Administration Staff