

Northern New Jersey Therapy
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Dear Clients of Northern New Jersey Therapy,

As the World Health Organization, Center for Disease Control, and the New Jersey Department of Health are navigating through a quickly evolving outbreak of the Coronavirus also called COVID-19, I wanted to let you know that Northern New Jersey Therapy is taking this very seriously and the safety of our clients and staff is our top priority. Measures are already being taken to guarantee everyone's safety.

Below will describe these efforts to keep our clients safe while at our office, along with our response to treatment if the need arises and we need to move to virtual therapy sessions.

What is Northern New Jersey Therapy doing to ensure safety?

In the waiting room we will be disinfecting at the start, periodically throughout the day/evening, as well as the end of each workday.

In the private offices we will be doing the same, however leaving time between sessions to disinfect our rooms.

This allows us to wipe down frequently touched areas with a disinfecting spray and cleaners.

We also have hand sanitizer available in both the waiting room and offices to use at your discretion.

What precautionary measures can be taken before coming to our office?

Precautionary measures are also vital during this time and can keep you healthy, as well as minimize risk to others.

We are checking the Center for Disease Control (CDC) <https://www.cdc.gov/> and World Health Organization (WHO) <https://www.who.int/> daily for updates.

We encourage hand washing for 20 real seconds to prevent the spread of any infection. Feel free to stop at the bathroom, **Code 2341** before you enter the waiting room.

Respiratory hygiene is also important, which means covering coughs, sneezing into a tissue and immediately throwing the used tissue into the trash is encouraged.

In addition, we would like our clients to ask the following questions before coming into the office:

1. Have you or anyone in the home that you reside in traveled outside the US in the last month or on an airplane out of state?
2. Have you had a fever in the last 10 days?
3. Are you experiencing a cough, runny nose or sneezing?
4. Have you been in a small space of 100 or more in the last week?

If you have answered **YES** to any of these questions, we are asking that you meet for virtual therapy for 2 weeks prior to entering our office space.

What does virtual therapy entail?

As of now, Northern New Jersey Therapy will continue to provide direct face-to-face therapeutic sessions for those of you that feel comfortable and are healthy.

Also, virtual therapy will only be a temporary alternative to care. Once we are told that the concerns of the Coronavirus have resolved, we will resume therapeutic services in the office.

We will continue to monitor the situation closely and you will be notified immediately if we need to temporarily transition all therapeutic services to a virtual platform.

The virtual platform Northern New Jersey Therapy will be using at this time is doxy.me <https://doxy.me/>

This platform is free to use and HIPPA compliant.

You can access this service on a laptop, iPad, or smartphone as long as the devices have a working camera component.

How do I access a virtual therapy session?

1. A session needs to be scheduled with your provider.
2. Find a private space in your home to assure confidentiality. (if at any point during the session this is not guaranteed the session will end).
3. You will receive a text message or email from your provider inviting you for a "secure video call" with a link. When you click the link make sure you are using safari or another platform other than google chrome; it will not work in this format.
4. You will then be placed in a virtual "waiting room" and will be connected with your provider. Sessions will remain 40 minutes in length with the last 5 minutes for payment and to schedule your next session.
5. Payments can be submitted via PayPal at <https://www.northernnjtherapy.com/> or you may mail your check to Northern New Jersey Therapy, 100 E. Hanover Avenue, Suit 203, Cedar Knolls, New Jersey 07927

Tips to assure an optimal virtual therapeutic experience.

- Ask members of your household to respect your privacy during the session and only interrupt if urgent.
- Restart your computer before a call. Restarting your computer will assure your computer is ready for video.
- Wear ear buds if you prefer to only hear the providers voice.
- Turn off televisions, iPads, telephones, etc. to avoid interruptions.

- Set up a fan or put an app on your phone with “white-noise” and place near the room door during your session so others in the home or hallway can not hear the content of the discussion.
- If you are distracted by your picture on the tablet, take a post-it note and block your face.

Thank you for your time and attention on this matter. Again, as we are updated so will our clients. I encourage you to talk openly with your provider about any concerns or worries. If you have any questions directly related to Northern New Jersey Therapy, please contact me via telephone at 973.220.2352.

Warm Regards,

A handwritten signature in blue ink that reads "Cara L. McCloud, LCSW". The signature is written in a cursive, flowing style.

Cara L. McCloud, LCSW

Founder of Northern New Jersey Therapy