



ROCK CAIRN COUNSELING + CONSULTING, LLC
PERSONALIZED DIRECTION FOR YOUR PATH

April 30, 2020

Hello everyone!

It has been 6 weeks since I first sent a letter regarding COVID-19 and it seems important to point out that we are all surviving! Some of us are thriving; accomplishing tasks, enjoying the quiet, using the time as an opportunity to connect with ourselves and our household members. Some of us, well, are.... not thriving. And, you know what? That is ok too! It is true that we all want to continue to grow and do better, but having self-compassion and accepting our own limitations without judgement is truly the key to finding peace. So it isn't about what you are or are not doing, but it is about being ok with yourself in this moment.

Regardless of where you are in your process of managing, I want to update you on all things COVID-19 as they relate to your services at Rock Cairn Counseling. Some clients have chosen telehealth and this seems to be a good plan for the foreseeable future. As I learn about how insurance companies are planning to make changes, I will keep you informed. For those of you that were waiting to return in person, or those who have already chosen to come in person I am outlining what I will be doing in response to both the governor's guidelines for best practices and my personal efforts to keep us all safe.

What I will do:

- *All hour sessions will be 55 minutes to limit exposure and allow time for cleaning.
- *As required in the governor's plan to re-open, I will be wearing a face mask for the entirety of the session. Even if we sit 6 feet apart, this is still part of the re-open plan and is not an option for me as the employee.
- *I will be removing all coffees, teas, sugar, creamers and snacks so that I am the only one who is touching these items.
- *I will be washing my hands in between each client.
- *I will spray and clean all hard surfaces in between clients with a lysol cleaner
- *I will have disposable masks available for your use while in the office.



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What I will do (continued):

*If I have any sick symptoms, or am feeling under the weather at all, I will notify you as soon as possible and contact my own doctor for next steps. If this occurs, I will stay in communication with you once I am given instruction regarding my own medical care.

*I ask that all payments be made via an electronic invoice I will send after your session. Please watch your email for this invoice.

What I need from you:

*If you are struggling with this or with anything, please let me know so we can work together to make the plan that works best for you.

*I strongly encourage you to wear a mask while in the office, as this is part of the current best practices put out by the state of Ohio.

*I ask that you wait in your car and come in at your scheduled time rather than be in the waiting room.

* Please let me know if you would like a drink or a snack and I will obtain it for you.

*I ask that each of you follow the guidelines at the end of this letter to protect yourselves and each other.

*Stay home if you are sick. As I indicated with my previous letter, there are no fees for cancels related to health concerns.

*If you have any questions about these policies or anything related to COVID-19, ask! I do not have all the answers, but I can help with referrals and exploring the options.

Be well,

Jennifer Roberts, LISW-S
EMDR/IA Approved Consultant & Certified EMDR Therapist



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CORONAVIRUS DISEASE 2019 **Ohio** | Department of Health

Protect yourself and others from COVID-19 by taking these precautions.

PREVENTION

For additional information call 1-833-4-ASK-ODH or visit coronavirus.ohio.gov.



STAY HOME



PRACTICE SOCIAL DISTANCING



GET ADEQUATE SLEEP AND EAT WELL-BALANCED MEALS



WASH HANDS OFTEN WITH WATER AND SOAP (20 SECONDS OR LONGER)



DRY HANDS WITH A CLEAN TOWEL OR AIR DRY YOUR HANDS



COVER YOUR MOUTH WITH A TISSUE OR SLEEVE WHEN COUGHING OR SNEEZING



AVOID TOUCHING YOUR EYES, NOSE, OR MOUTH WITH UNWASHED HANDS OR AFTER TOUCHING SURFACES



CLEAN AND DISINFECT "HIGH-TOUCH" SURFACES OFTEN



CALL BEFORE VISITING YOUR DOCTOR



PRACTICE GOOD HYGIENE HABITS

The Ohio Department of Health has opened a call center to answer questions about COVID-19. The call center is open seven days a week from 9 a.m. to 8 p.m. and can be reached at 833-427-5634.

More information regarding COVID-19 can be found at <https://coronavirus.ohio.gov> and <https://www.cdc.gov/coronavirus/2019-ncov/index.html>.