



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

July 24, 2020

Hello everyone!

It has been over 4 months since I first sent a letter regarding COVID-19 and most people have settled into a temporary new normal despite constant changes and uncertainty. This shows our resilience and strength and we will get through this. This letter is motivated by the most recent change, announced by our Governor July 22nd.

As you are likely aware, Ohio now has a statewide mask ordinance (link to the article below) and your in person services at Rock Cairn Counseling & Consulting do fall under this mandate. We will continue the action steps outlined in the April 30th letter to do our due diligence (page 2 of this letter), but, due to the mandate, it is now required that you wear a mask to attend your session. I will have disposable masks available to you should you need to use one.

Many of you have been wearing masks voluntarily during sessions and this has not seemed to be a barrier for treatment; however, I recognize that for some people this may spark a need to re-evaluate your current treatment frequency or delivery method. Secure, confidential on-line services have continued to be available for clients throughout the pandemic and will be a permanent option moving forward. The challenge with online services is that many insurance companies are ending their allowances for this method at the end of this month. If you have any questions about whether your insurance company will pay for this, it is best to call them directly. If you have questions about your treatment, or the implications of this statewide mandate on your personal health, please contact me directly.

I hope that you are all well and look forward to connecting with each of you in the coming weeks.

Sincerely,

Jennifer Roberts, LISW-S

EMDRIA Approved Consultant & Certified Therapist

<https://coronavirus.ohio.gov/wps/portal/gov/covid-19/resources/news-releases-news-you-can-use/gov-dewine-issues-statewide-mask-order-travel-warning>



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COVID-19 Action Steps

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.

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.



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CORONAVIRUS DISEASE 2019 Ohio

Department
of Health

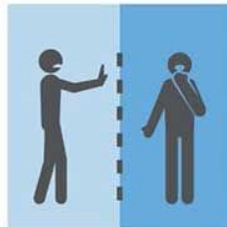
Protect yourself and others from
COVID-19 by taking these precautions.

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>.