

INFECTIOUS DISEASE PLAN

Protocol for counseling services for clients or counselors are exposed to/have contracted COVID-19. Protocol for community quarantine and/or office closure.

- Active clients will be notified by preferred method of communication (telephone, email) as soon one of the above situations.
- Please ensure your counselor has current contact information for you.
- Clients who have been exposed to/contracted COVID-19 or other sickness or illness will notify their counselor as soon as possible prior to their next scheduled appointment.
- We know changes may occur quickly and we will allow flexibility in rescheduling and late cancellations fees for issues for related to COVID-19.
- Updates regarding any changes in counseling services will be posted on our website (www.kelly-counseling.com) and on our Facebook and Instagram social media pages.

INFECTIOUS CONTROL PLAN

- If any of the above mentioned events occur, when clients are contacted they will be given the option to reschedule at a later time.
- Clients will also be given the option to continue counseling sessions via a telehealth/teletherapy system. You will be given a detailed, step by step guide to telehealth , how to prepare for an appointment with your counselor and answers to frequently asked questions.
- At first, the idea of telehealth counseling is a bit overwhelming. The goal in offering distance therapy is to give client an opportunity to receive uninterrupted treatment, in a way that is safe for you and your counselor.
- Prior to our first telehealth session, you will be given an informed consent for telehealth services to review, ask questions about and decide if it is something you are willing to explore.

COUNSELOR SET UP-TELEHEALTH

- Make sure space is quiet and private (minimize household distractions)
- Close other tabs on computer, turn on mic.
- Turn off notifications during session.
- Make sure background is neutral, professional, not an unmade bed. If possible, have license visible.
- Do not sit in front of a window yet have ample lighting.
- Consider using wired ear buds and ask clients to do so to increase privacy.
- Consider using wired internet connection instead of wireless
- Practice with colleagues. Re: video and connections
- Expect glitches. This is unprecedented territory for us. Have compassion and patience. Remind clients of plan to address glitched and/or system shut down. (on informed consent)
- Allow 5 minutes to process payments (co-pay, deductible or out of pocket) Stripe and clarify how to schedule next session.
- Make sure camera show your head and shoulders at a minimum.
- Use laptop/desk top instead of phone because of screen size and encourage clients to do the same.