

## Larch Counseling's Operation with COVID-19

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As an essential business during this time of crisis, we will continue to support you and/or your family during this unique period with the COVID-19 virus. We have made the following adjustments to our standard operations to help reduce the risk of infection, and will continue to add to it as time goes on and we learn the best ways to mitigate the risk.

### ***Appointments:***

As long as our therapists are feeling healthy and are not concerned that they are contagious, we will continue to have sessions in our office. If they at any time feel concerned about their health or yours, they will communicate with their clients directly. If you are a new client, we welcome you as well.

***Telehealth Options:*** We believe that sessions are most effective in person, yet honor that this might not be an option during this time. If you would like to avoid canceling your appointment, please let your therapist know and they can set up a video appointment. We can also respond with phone call appointment. NOTE: Sometimes certain ages of clients, or types of work is not conducive for Telehealth options. You will also need a secure space to engage in this form of therapy. Your therapist will communicate directly with you about this. If you are starting a relationship with us during this time, we will discuss the best way forward when you reach out.

If you feel sick, or another member of your family is sick, you can contact your therapist at any time and there will be no cancellation fee. We ask that you still seek to let us know with as much time as you can so we can plan ahead, and hope you will not use sickness as a means to avoid cancellation fees.

NOTE: NO-SHOWS will always be charged a cancellation fee.

### ***Your role in mitigating risk:***

- Come to the office closer to your appointment time to avoid spending extra time in the waiting room
- Limit those who are in the waiting room while you are in your appointment to only necessary family members. (We understand that if you have a child in an appointment, you and their siblings may need to be waiting). If the weather is nice, think about going for a walk, or waiting in the car
- If you feel sick, stay home, and consider about scheduling via telehealth

### ***Our role in mitigating risk:***

- Sanitizing the office space continuously to help prevent spread
- Washing/sanitizing our hands often
- Opening our office doors for you as you enter and leave to reduce the amount of people touching high contact surfaces
- Removed high contact items such as fidgets, coloring pencils, and Crayons from the waiting room
- Replaced reusable cups with single use ones

As we continue to operate in a safe way, we will continue to pay attention to other areas that we can attend too as time goes on.