



These policies are in place until further notice for the well-being of our staff and clients. You are expected to follow these policies and procedures at all times. Should you have any questions or concerns please email Jessica Sullivan at info@nourishyourmind.com. If you have any immediate concerns regarding the health or safety of yourself or another client, please report your concerns immediately to Jessica Sullivan at (845) 547-0479.

Dear Nourish Your Mind Client,

We at Nourish Your Mind, believe that education is our best defense against COVID-19 and want to make sure that you, your family and our staff stay healthy! We have set a high standard of Policies & Protocols in place for our staff in accordance with the Center for Disease Control (CDC), the World Health Organization and the Occupational Safety and Health Administration Guidelines.

In order to maintain this high level of standard, we have some requests and requirements of you, too!

Please review the following information and requirements:

I. SYMPTOM EXPOSURE:

Our staff has been trained to identify symptoms and monitor their temperatures daily. Staff has been instructed to stay home if they have any of the symptoms listed below. Should your therapist be required to work from home, we will continue to offer Telehealth services as long as they are feeling well enough to continue to provide you with the best quality of care.

If you are exhibiting symptoms while at the office your therapist maintains the right, and have been highly encouraged by management, to discontinue your session and request that you leave the office immediately.

We request that you **DO NOT** come to the office if you are symptomatic with any of the following:

- Fever or Chills
- Cough
- Shortness of breath or difficulty breathing
- Muscle or body aches
- New loss of taste or smell
- Sore throat
- Congestion or runny nose
- Nausea or vomiting
- Diarrhea

If you have any of the above symptoms, please contact your therapist immediately. We can switch your session to a Telehealth appointment or reschedule you for another day as outlined below:

- If you think, or know, you had COVID-19, and you HAD symptoms, you may return to the office when the following criteria was met:

- *3 days with no fever and*
- *Symptoms improved and*
- *10 days since symptoms first appeared*

- If you tested positive for COVID-19 but had NO symptoms and you continue to have no symptoms, you may return to the office after:
 - *10 days have passed since test*

Please report your symptoms to your therapists so we can monitor the appropriate time period that we can welcome you back to the office. Our staff will be following the same protocol for when they can return to the office.

II. SOCIAL DISTANCING:

As recommended by the CDC, our office will be following social distancing guidelines at all times. All of our offices allow for 6 feet of distance between you and your therapist during session. We ask that you abide by social distancing guidelines while in our offices and waiting areas.

III. WAITING ROOM:

We are doing our best to stagger our scheduling to make sure there is no more than one client in the waiting room at a time. If by chance, your arrival for your session overlaps with someone else in the waiting room, please sit/stand at least 6 feet away. We welcome you to wait outside on our bench or in your car. If it is your preference to wait outside, you can request that your therapist text you when they're ready to invite you into their office and start your session.

IV. HAND WASHING/SANITIZING:

It is imperative that you practice frequent and effective hand hygiene at all times. CDC recommended quality sanitizer is provided for your use in every office and in the waiting room.

- (a). For your protection, please use the provided hand sanitizer during the following scenarios:
 - Before touching your face/eyes/mouth/nose
 - Anytime hands are soiled
 - Before adjusting your face covering/mask
 - After any physical contact with another person
 - After any physical contact with a potential contaminated object (water cooler, door knob, light switch, etc.)
 - After using the restroom (soap provided for hand washing rather than sanitizing)

V. FACECOVERING/MASKS:

Everyone entering the office is expected to wear a face covering or mask at all times. Once settled into session with your therapist and you are able to maintain 6 feet of distance, it is up to the discretion of you and your therapist on whether a mask is worn *during* your psychotherapy session. Disposable masks are available to all clients in the offices. If you arrive at the office without a mask, please text your therapist who can meet you at the front door to provide a disposable mask for you to wear.

Guidance for How to Properly Wear a Mask from the World Health Organization:

- Before putting on a mask, clean hands with alcohol-based hand rub or soap and water.
- Cover mouth and nose with mask and make sure there are no gaps between your face and the mask.
- Avoid touching the mask during use; if you do, clean your hands with hand sanitizer or soap and water.
- Replace the mask with a new one as soon as it is damp and do not re-use single-use masks.
- To remove the mask: remove it from behind (do not touch the front of mask); discard immediately in a closed bin; clean hands with alcohol-based hand rub or soap and water.

VI. RESPIRATORY ETTIQUETTE:

While not every cough or sneeze is COVID-19, it is imperative and respectful to always practice proper respiratory etiquette. If you do have to cough or sneeze, always do so into a tissue or your elbow sleeve. Cover your mouth and nose any way possible to minimize the amount of respiratory particles released into the air.

Respiratory Hygiene/Cough Etiquette: *(From CDC.gov Website 5/25/2020)*

The following measures to contain respiratory secretions are recommended for all individuals with signs and symptoms of a respiratory infection.

- Cover your mouth and nose with a tissue when coughing or sneezing;
- Use in the nearest waste receptacle to dispose of the tissue after use;
- Perform hand hygiene (e.g., hand washing with non-antimicrobial soap and water, alcohol-based hand rub, or antiseptic handwash) after having contact with respiratory secretions and contaminated objects/materials.

VII. AIR PURIFIERS:

For your protection, Medical Grade H13 True HEPA Filters (higher rated than True HEPA) will be present inside each office and waiting room. H13 True HEPA is considered medical grade air filtration. The high-efficiency H13 TRUE HEPA filter is tested to removed 99.97% of particles down to 0.1 microns. This medical-grade filter easily catches virus carriers, bacteria, mold, pollen, dust mites, and other tiny airborne particles you can't see.

VIII. CLEANING/SANITIZING:

As prior to COVID-19, our offices continue to be professional cleaned and sanitized twice per week. In addition to this, all staff has been trained to clean the office in between client sessions with disinfectant. Should you have any concerns regarding the cleanliness of our office, please reach out to us immediately at (845) 547-0479 or hello@NourishYourMind.com to report your concerns.

THANK YOU FOR YOUR CONTINUED SUPPORT AS A NOURISH YOUR MIND CLIENT!