



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.

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***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. TEMPERATURE TAKING:**

Our staff will be implementing temperature taking utilizing a touch-less thermometer. All staff and clients must have their temperature checked upon entry to the office. If your temperature is at 100 degrees or above, you will be asked to leave the office immediately. Your therapist will work with you to reschedule your appointment to telehealth or for in-person when it is safe for you to return to the office (see section 1).

## **IV. INFORMED CONSENT AND AGREEMENTS:**

All staff has been required to review and sign our COVID-19 policies and have been trained to implement cleaning and safety protocols in order to minimize risk to you, your family, our staff and our families as well. All clients will be required to sign an agreement in order to attend in-person sessions at our office. A sample of this agreement for your review can be found below in Section XI.

## **V. 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 suggest that 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.

## **VI. 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)

## **VII. 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.

## **VIII. 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.

## **IX. 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.

**X. 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.

**XI. SAMPLE INFORMED CONSENT FORM:**

**Your Responsibility to Minimize Your Exposure**

To continue to obtain services in person, you agree to take certain precautions which will help keep everyone (you, your therapist, other staff, our families, and other clients) safer from exposure to illness. If you do not adhere to these safeguards, it may result in our treatment changing to telehealth until further notice.

**Initial each to indicate that you understand and agree to these actions:**

\_\_\_\_\_ You will only keep your in-person appointment if you are symptom free.

\_\_\_\_\_ You will immediately let our office know if you experience any of the following and we will then resume treatment via telehealth until the criteria is met for you to safely return to the office.

- You or a resident of your home tests positive for the infection.
- You have come in direct contact with someone who is showing covid-like symptoms.
- If you have any symptoms, you agree to not come to the office and will proceed with using telehealth.
- SYMPTOMS INCLUDE: Cough, shortness of breath, difficulty breathing, fever, chills, loss of taste or smell, muscle aches, sore throat, congestion, runny nose, vomiting or diarrhea.

\_\_\_\_\_ You agree to have your temperature taken at each appointment. If it is elevated (100 Fahrenheit or more), you will be asked to immediately leave the office. You will not be charged a cancellation fee and can reschedule for telehealth session at the soonest your therapist is available.

\_\_\_\_\_ You will wait in your car or outside until our scheduled appointment time.

\_\_\_\_\_ You will adhere to the CDC recommended social distancing precautions while in the waiting and office areas.

\_\_\_\_\_ If you are bringing a child, you will make sure that your child follows all of these protocols.

**Our Commitment to Minimize Exposure** (see reverse page)

Our practice has taken steps to reduce the risk of spreading the coronavirus within the office and we have posted our efforts on our website and on the back of this consent. Please let us know if you have questions about these efforts.

**If You Are Sick**

You understand that we are committed to keeping you, our staff and all of our families safe from the spread of this virus. If you show up for an appointment and we believe that you have a fever or other symptoms, or believe you have been exposed, we will have to require you to leave the office immediately. We can follow up with services via telehealth.

**Risks of Opting for In-Person Services**

You understand that by coming to the office, despite our office implementing a high level and quality of CDC recommended precautions, you are assuming the risk of exposure to the coronavirus (or other public health risk).

**Informed Consent**

By signing below, You agree to each statement above and release Jessica C. Sullivan LCSW, PLLC / Nourish Your Mind, LLC from any and all liability for unintentional exposure or harm due to COVID-19.

\_\_\_\_\_  
CLIENT PRINTED NAME

\_\_\_\_\_  
Client/Guardian SIGNATURE

\_\_\_\_\_  
Date

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## Office Safety Precautions in Effect During the Pandemic

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**Our office is taking the following precautions to protect our clients and help slow the spread of the coronavirus.**

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- Social distancing is to be observed as per CDC recommendations.
- Staff and clients are required to wear masks while in the waiting room or hallway at all times.
- Masks must be worn at all times when staff or clients are unable to practice safe social distancing.
- Medical grade H13 True HEPA air purifier systems are present in all waiting rooms and therapy offices.
- Staff and clients are required to take their temperature upon arrival to the office.
- Restroom soap dispensers are maintained and everyone is encouraged to wash their hands.
- Hand sanitizer that contains at least 60% alcohol is available inside each therapy room and the waiting room.
- We schedule appointments at specific intervals to minimize the number of people in the waiting room.
- We ask all clients to wait in their cars or outside until their scheduled appointment times.
- Staff is instructed to disinfect any touched surfaces, including therapy couches, after each session.
- Tissues and trash bins are easily accessed. Trash is disposed of on a frequent basis.
- All offices are professionally cleaned and sanitized twice per week.
- All staff and clients have been asked to self-monitor for symptoms and not enter the office if symptoms are present.
- We are strictly following CDC timeline guidance/restrictions on client/staff entry to office if exposed to COVID-19.
- Telehealth services are available to all clients/staff in all cases of concern of symptoms/exposure.



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

SHOULD YOU HAVE ANY QUESTIONS OR CONCERNS REGARDING THESE POLICIES, PLEASE CONTACT JESSICA SULLIVAN AT (845) 547-0479 OR [INFO@NOURISHYOURMIND.COM](mailto:INFO@NOURISHYOURMIND.COM)