

November 24, 2020



SAFETY MEASURES FOR ONSITE COUNSELING

To Our Valued Clients and Parents:

Thank you to all of our clients for your understanding and support. Your patience during this pandemic has been greatly appreciated.

We work within certain restrictions to ensure the safety of our staff and our clients and we are proud to still be open to see masked clients for routine counseling services and utilize telehealth when necessary.

Clinicians will be utilizing telehealth at client request as well as when the health of our clients indicate that they or someone they have come into contact with may be ill. While our preference is always to see clients face to face, telehealth provides a secondary option if there is any risk of infection.

In order to ensure the safety of everyone, we continue to follow these safety measures:

- We are still requiring all clients, parents and guardians to wear face masks when in the building.
- We are only allowing symptom-free clients in the building at their scheduled time. If you have come in contact with someone who has been diagnosed with COVID-19 or have any current symptoms, return home and call to schedule a telehealth session or reschedule your appointment once your quarantine has been completed.
- Upon your arrival, please visit the front desk for a temperature and health question screening. Your clinician will meet you in the lobby and escort you to their office for your session.
- If you are a parent, guardian or family member who is not receiving treatment, please check the client in at the front desk and return to your car. This is to respect social distancing rules as well as limit possible exposure.
- All employees, even those not interfacing directly with clients, will wear face masks, regularly disinfect surfaces, practice frequent hand washing and maintain social distancing while in offices & common areas.
- Please refrain from walking into the building if you do not have an appointment (as much as we love seeing you). Please call the office or visit us online to pay a bill or to make an appointment.
- Children's Home Society of Idaho/Warm Springs Counseling Center will provide hand sanitizer at the entrance of the building and throughout every floor for your safety.

It is our mission to provide all clients with superior service, thank you for your patience!