



A collaborative approach to counseling, healing, and well-being.

May 1, 2020

Dear Arvada Therapy Solutions Families,

I am hoping that this letter finds all of you well and healthy. As we are in the midst of dealing with something that I had never pondered having to deal with, keeping our relationships with you and your children and providing the services that you need is of utmost importance. As is the safety of all of you and the clinicians that I have on staff. Below I will outline some of the policies that we will put in place to continue to meet your mental health needs and keep everyone safe. As we continue to learn more, these policies may need to shift and I appreciate your openness and flexibility to any necessary changes.

After consultation with other therapists and reviewing all the health department's guidelines, we will offer telehealth exclusively (with the exception of extreme mental health concerns) through Memorial Day. This will give us time to monitor the effects of the end of the "Stay at Home" order. As long as there is not a significant increase in new COVID-19 cases and no new restrictions put into place, we will open for in person sessions on a limited basis beginning May 25th. Based on the "Safer at Home" guidelines, those who are able to make therapeutic progress doing telehealth sessions will remain doing telehealth until the guidelines are updated and I believe that we can continue to keep all of you and my clinicians safe.

The policies and steps that will be put in place to maintain a safer environment are as follows:

- Based on the current requirements, all clinicians will be wearing a mask. Clients age 8+ will also be required to wear a mask until further notice.
- Therapists will be working limited hours in staggered shifts to limit the number of people in our office at one time. Unfortunately, this will limit our flexibility in scheduling.



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- Sessions will be scheduled with a 30-minute gap between sessions to allow your therapist to clean the room in between sessions and to prevent overlap of clients to allow for social distancing.
- We will not conduct your session if you are more than 15 minutes late. Due to the time considerations mentioned above, we will not be able to extend any sessions. You will be charged as a no-show or late cancel if this occurs.
- We will no longer allow anyone to wait in our waiting area/lobby. We will meet you and your child outside the front entrance of the building at the time of your session. You may either wait outside, in your car, or run a short errand during your child's session. We will then walk your child outside to meet you at the end of the session. Please do not be late to pick up your child. We have a limited amount of time to clean between sessions.
- We will require all clinicians and clients to use the hand sanitizer provided at the beginning of each session.
- Please take your child to the restroom before their session begins so that we do not have to monitor any bathroom trips and handwashing.
- I have paired down many of the items in the play therapy rooms to eliminate items that are difficult to sanitize. While your child's therapist will discuss this with your child during their session, it would be helpful for you to let them know that the rooms may look a bit different and some items may not be available to play with to help keep everyone safe.
- We will have individual cubbies for each child client to keep some items (play doh, crayons, bubbles, etc.) to prevent the sharing of certain items that are difficult to sanitize.
- If anyone in your household has been sick or had symptoms of illness within 48 hours of your session, please cancel your session. Clinicians will do the same.

It is important to me that everyone feels safe in Arvada Therapy Solutions, including my clinicians. Each clinician has a different family situation and I am allowing each of them to determine when they return to the office this summer. Some may start the week after Memorial Day, and some may not due to being at a higher risk or having a family member at a higher risk of complications of COVID-19. If your therapist is unable to provide sessions in the office and will be continuing telehealth services through any part of the summer and you would



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like to see someone in person, we can either transfer you to different therapist in the office or provide a referral to another provider. Transfers to another Arvada Therapy Solutions therapist will be based on current availability and the form of payment used. While referrals to outside therapists will be provided, you will need to do your own research on their policies around COVID-19, payment accepted, and availability.

Please do not hesitate to reach out to me directly if you have any questions or concerns. You may also talk with your individual therapist more extensively about these policies.

Warmly,

Sybil Cummin, MA, LPC, ACS

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