

April 30, 2020

Dear Clients of Urban Counseling,

After reading the new Phase 1, Covid 19 regulations, set out by our governor, we have decided we can open Urban Counseling safely on Monday, May 18, 2020, with some new restrictions. We will be calling you to see if you are interested in making new appointments.

- 1) Prior to your appointment: if you have been in contact with someone with CoVid, we can not risk the health of you or our therapists, if you have had a fever, cough, or chills in the past two weeks, we can not follow through with the appointment. You will also be asked if you have traveled to a highly affected area or out of the country, if so we will need to postpone your appointment.
- 2) Standard screening questions will be asked prior to your appointment and upon your arrival. This includes any adult accompanying a minor, who will be included in the screening process. The waiting room will be closed.
- 3) Please arrive on time for your appointment and stay in your vehicle. The doors will be locked. Call us and let us know you are here (390-6656 or 390-8348). We will come out for you and take your temperature. If you do not have a fever, we will allow the client only to come into session with a mask. If necessary, one parent will be admitted to the session room, others will be asked to remain in their vehicle. The therapists will also wear a mask and maintain at least 6 feet from you. I know this may be uncomfortable to you, but we need to keep everyone safe from this deadly virus.
- 4) Hand washing will need to be done prior to entering the session room.
- 5) Your appointments may be staggered, ie. not scheduled on the hour, but you may be scheduled a quarter after the hour. This allows our staff to take temperatures and escort clients into the session room.
- 6) After the session, you can remove your mask at the door, where they will be washed on a daily basis. Please do not take the masks with you, as we only have so many to utilize with our clients.
- 7) Be safe!! Stay away from someone who is sick and try to follow the new regulations set out.

We look forward to seeing you again, but if you are not comfortable coming, we understand. We appreciate your cooperation at this very difficult time.

Joyce K. Urban, LMHC
Director of Urban Counseling