



Our plans for reopening...

We miss seeing everyone face-to-face and we cannot wait to be back in the clinic, BUT we want to keep YOU and our team safe from illness. As of now, insurance companies are saying they will cover tele-health (online) sessions through the end of June. So, we will slowly reopen in June.

What does this mean? Well, if you are willing to continue with online counseling--- GREAT!

We want to continue serving you from the safety of your home or office and limit exposure for all of us. We understand this is not ideal for everyone...

We will offer in-person sessions to persons that are not comfortable with online sessions or do not have the proper equipment. We will also offer in-person sessions to children and couples unable to continue online. Please understand that not all providers (aka counselors/therapists/social workers) will be able to provide in-person sessions in June and some will not return to the clinic until later in the summer or when school starts again.

The decision to return to in-person sessions, in light of COVID-19, is YOURS. If there is a resurgence of the pandemic, or other health concerns arise, we may ask you to return to online counseling.

You understand by coming into the clinic, you are assuming the risk of exposure to the coronavirus (and other public health risk). We will ask you to sign an updated Informed Consent for In-Person Services and Waiver of Liability acknowledging this risk.

To obtain in-person sessions **you agree to certain precautions** to help keep everyone safe from exposure and possible sickness:

- Only keep in-person appointments if you are 100% symptom free.
- Take your temperature before coming to each appointment. If 100 or more, you agree to cancel your appointment and use online counseling. If you cancel for this reason you will not be charged the cancellation fee.
- Wait in your car until your therapist text you to enter the building. Do not come to the door before receiving a text message that we are ready. Your therapist will open the door so you do not need to touch the security pad or doorknob.
- Wash your hands or use alcohol-based hand sanitizer when you enter the building.
- Adhere to safe distancing precautions at all times
- No physical contact (hand shaking, hugging, fist bumps, etc)
- Wear a face mask upon entering the building and counseling offices.
- For the time being, do not bring others to your appointment. If you must bring a child, you will insure he/she follows the same sanitation protocols.
- If you are exposed to anyone with COVID-19, you will let us know immediately and resume online counseling. If you are involved in activities or employment that places you in close contact with others possibly positive you will remain with online counseling services.
- If anyone in your home tests positive within the past month, you will not enter the clinic and remain with online counseling.

Our group has taken steps to reduce the risk of spreading the coronavirus within the office and we have posted protocol in the office. We are committed to your safety (and ours) from the spread of viruses. *If you show up with a fever or other symptoms, we will require you to leave the office immediately. We will follow-up with you online or by phone.*

Our office has implemented the following precautions:

- Office seating will be spaced 6 ft. apart in the waiting room and all therapy rooms
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- Providers will spray the therapy room and waiting area between each session with disinfectant.
- We will wipe down all surfaces with disinfectant wipes between each session.
- Restroom soap dispensers and cleaners will be maintained. Everyone is encouraged to wash their hands after session
- Hand sanitizer that contains at least 60% alcohol is available in the lobby and upon request.
- Appointments will be spread out to allow for time to clean and to limit the number of persons in the building at one time.
- Providers will stagger their schedules to reduce the number of persons in the building
- We ask that you arrive 5 minutes before your session and wait in your car with your phone available.
- Your therapist will text you and open the front door, and counseling room door, so you do not need to touch handles or surfaces.
- Trash bins will be disposed of frequently.
- Common areas are thoroughly disinfected at the beginning and end of each day.
- We have removed all non-essential items from tables and common areas.
- Your therapist will offer and bring water to minimize the number of persons touching the water fountain and beverage area.
- All monies collected will be by card, no cash collected at this time.
- Physical contact will not be permitted

I know! This all sounds so rigid and over the top, but your SAFETY is our priority. We will continue to hold a space for you that is caring and comfortable.

We want to THANK **YOU** for being so amazing in the face of so many changes. We value you! Our team works to provide you with the same compassion and care you have shown us over the past two months. We are in this together!

Feel free to call the clinic at 512-523-877 or email us at info@curaecounseling.com if you have any questions or concerns.

Help us **SPREAD THE WORD!!**

We have several new amazing therapists with specialized experience on our team. **We are accepting new clients and have openings for online and in-person counseling.**

Check out our team at <http://www.curaecounseling.com> and invite others to join our **email list** for future updates, freebies, and other downloads.

Follow us on Facebook for daily inspiration, blog posts, and clinic news.

Thank you again! We miss you and look forward to getting back to "normal" soon. Stay safe and stay connected.

Curae means care!

With Gratitude,
Dawn Brunkenhoefer, PhD, LPC
