



Changes Counseling, LLC

INFORMED CONSENT FOR IN-PERSON SERVICES DURING COVID-19 PUBLIC HEALTH CRISIS

This document contains important information about our decision to resume in-person services in light of the COVID-19 public health crisis. Please read this carefully and let us know if you have any questions. When you sign this document, it will be an official agreement between the client, your counselor, and Changes Counseling, LL.

Decision to Meet Face-to-Face

We have agreed to meet in person for some or all future sessions. If there is a resurgence of the pandemic or if other health concerns arise, however, your counselor at Changes Counseling, LLC may require that we meet via telehealth. If you have concerns about meeting through telehealth, we will talk about it first and try to address any issues. You understand that, if we believe it is necessary, we may determine that we return to telehealth for everyone's well-being.

If you decide at any time that you would feel safer staying with, or returning to, telehealth services, Changes Counseling, LLC will respect that decision, as long as it is feasible and clinically appropriate. Reimbursement for telehealth services, however, is also determined by the insurance companies and applicable law, so that is an issue we may also need to discuss.

Risks of Opting for In-Person Services

You understand that by coming to the office, you are assuming the risk of exposure to the coronavirus (or other public health risk). This risk may increase if you travel by public transportation, cab, or ridesharing service.

Your Responsibility to Minimize Your Exposure

To obtain services in person, you agree to take certain precautions which will help keep everyone (you, your counselor, our staff and families attending counseling at Changes Counseling, LLC) safer from exposure, sickness and possible death. If you do not adhere to these safeguards, it may result in our starting/returning to a telehealth arrangement.

- You will only keep your in-person appointment if you are symptom free.
- You agree to take your temperature before coming to your appointment. If it is elevated (100 Fahrenheit or more), or if you have other symptoms of the coronavirus such as fever, coughing or shortness of breath, you agree to cancel the appointment or proceed using telehealth. If you wish to cancel for this reason, we won't charge you our normal cancellation fee.
- You will wait in your car or outside until you receive a call or text from your counselor or staff that we are ready for you to come in.
- You will wash your hands or use alcohol-based hand sanitizer when you enter the building.
- You will adhere to the safe distancing precautions we have set up in the waiting room. For example, you won't move chairs or sit where we have signs asking you not to sit.

- You will wear a mask in all areas of the office (Changes Counseling therapists and staff will too as long as it is recommended by the CDC and local and state officials).
- You will keep a distance of 6 feet between yourself and others and there will be no physical contact (e.g. no shaking hands) with your Counselor or Changes Counseling staff.
- You will try not to touch your face or eyes with your hands. If you do, you will immediately wash or sanitize your hands.
- If you are bringing your child, you will make sure that your child follows all of these sanitation and distancing protocols to the best of your ability.
- You will take steps between appointments to minimize your exposure to COVID.
- If you become aware that you have had contact with people or a resident of your home who tested positive for the Corona Virus, you will reschedule to telehealth and immediately let your counselor and Changes Counseling staff know.
- 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 by telehealth as appropriate.

We may change the above precautions if additional local, state or federal orders or guidelines are published. If that happens, we will talk about any necessary changes.

Changes Counseling’s Commitment to Minimize Exposure

- Changes Counseling, LLC has taken steps to reduce the risk of spreading the coronavirus within the office and we have posted our efforts on our website and in the office.
- Changes Counseling, LLC’s counselors and staff will also follow these guidelines including rescheduling appointments to telehealth if we have symptoms of the Corona Virus and wearing masks in the office at all times.
- If one of our counselors or staff test positive for the coronavirus and you have been in contact with someone infected, we will notify you so that you can take appropriate precautions.

Your Confidentiality in the Case of Infection

If you have tested positive for the coronavirus, Changes Counseling, LLC may be required to notify local health authorities that you have been in the office. If we have to report this, we will only provide the minimum information necessary for their data collection and will not go into any details about the reason(s) for our visits. By signing this form, you are agreeing that we may do so without an additional signed release.

Informed Consent

This agreement supplements the Changes Counseling, LLC informed agreement. You understand that all of us at Changes Counseling are committed to keeping you, our staff and all of our families safe from the spread of this virus. Your signature below shows that you agree to these terms and conditions.

Client’s signature

Date

Counselor’s signature

Date

Office Safety Precautions in Effect During the Pandemic

Changes Counseling, LLC is taking the following precautions recommended by the CDC, and Ogle County health department, to protect our patients and families:

- Changes Counseling staff, counselors, and clients all wear masks while required by the state of Illinois and follow recommendations from the CDC.
- All counselors, clients and staff maintain safe distancing (six feet apart).
- Office seating in the waiting room and in therapy rooms has been arranged for appropriate physical distancing.
- Restroom soap dispensers are maintained and everyone is encouraged to wash their hands for 20 seconds before and after each session.
- Hand sanitizer that contains at least 60% alcohol is available in the therapy rooms and at the reception counter.
- We schedule appointments at specific intervals to minimize interactions.
- We ask all clients to wait in their cars or outside until they are texted by their counselor to reduce the amount of time spent in the waiting areas.
- Physical contact is not permitted.
- Tissues and trash bins are easily accessed. Trash is disposed of on a frequent basis.
- Offices are cleaned with disinfectant spray and aired out after each session.
- We limit the number of in-person sessions per office.
- We reduce the amount of toys/reading materials in the waiting area to reduce the spread of the virus on surfaces.
- We clean toys and office materials after each use in session.
- We sanitize frequently touched surfaces regularly.