



Enso Counseling, LLC
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COVID-19 Policies and Procedures Addendum

EFFECTIVE DATE: 5/18/2020

Dear Current Enso Counseling Client,

I hope this email finds you safe and healthy. As our state begins to reopen, I have made the decision to reopen my office for individuals that would prefer to continue counseling in person. I would like to say that if you are willing and able to attend counseling online, I strongly encourage continuing with that practice until we have a better handle on the virus in the state of Arizona. That being said, I also recognize the limitations on counseling via an online platform, this is why I have decided to open my office a couple days per week to meet that need.

Given the serious nature of the Coronavirus and the fact that the virus can be spread by asymptomatic carriers, I am implementing a few new policies and procedures to mitigate the potential spread of the virus in my office. These new policies and procedures are being recommended to every professional in my industry and I believe they are the best solution to our current crisis. Below are a few bullet points that I would want you to review and agree to prior to scheduling an in-person appointment with me. I have also included an article that explains in more detail, how the virus is spread.
<https://www.erinbromage.com/post/the-risks-know-them-avoid-them>

- All clients will be responsible for providing and wearing a barrier mask (i.e. mask, scarf, etc.) during the entire time spent on property; this includes in the waiting room, hallways, restrooms, courtyard and while in session. I recognize this is an inconvenience, especially during a therapeutic session, however, **this is nonnegotiable**, and I will need to continue this policy until we get a better handle on the virus in Arizona. If you do not have a mask at the time of session, you will not be allowed in the building and we will have to reschedule. I am sorry this communication is very direct, however, I am doing this for everyone's safety. Remember, we wear masks to prevent the spread of the virus to others. I will also be wearing a mask during the entire session.
- All clients will be asked to wait in their vehicle prior to session. I will text or call you when I am ready for you to proceed to my office. At that time, you can enter through the front door and walk directly to my office. I have informed Arlene at the front desk that you will no longer need to "check-in" with her prior to your appointment.
- Each client will be asked to place a credit/debit card on file prior to your session. I will no longer be "swiping" cards at the end of session. This will limit that amount of person to person contact during session. If you are uncomfortable placing a card on file, I can easily send you an invoice, via email, a day before your session, this invoice would simply need to be paid in full prior to your session. If you choose to pay with cash or check you may continue to use that form of payment.



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- I will no longer have tissues on my table for use during session. Instead, I will provide a travel packet of tissue to you that you can keep with you for your ongoing sessions. Simply let me know and I will provide this to you at the beginning of our next session.
- I have purchased a very high-end HEPA air purifier that will be in my office and running during the entire day. The air purifier is simply another layer of protection that I am providing for everyone's safety and comfort.
- I will also be spacing my sessions out, with an hour break in between sessions, this will give me time to wipe down all of the furniture with sanitizing wipes and allow the air purifier to completely clean the room prior to my next appointment.
- Finally, in-person sessions will be scheduled a week at a time. I am only offering a limited number of in-person sessions per week so I want to give everyone an opportunity to schedule. Revolving "blocked" time will be discontinued for the next two months. If you need to see me more frequently and there is not a time that fits your schedule, I can easily find an online time to meet your needs. I will also be opening up a few online sessions Saturday morning.

I recognize these may appear like extreme measures, however, I want to make I am offering a safe and comfortable therapeutic environment for each and every one of my clients. I will continue to keep my finger of the pulse of this crisis and I will continue to reevaluate these policies as this situation unfolds.

Most importantly, I want to thank you for allowing me to be your therapist. I want to thank you for all of the hard work you have put into your self-improvement and I want to reassure you that we will get through this and I will be here every step of the way to support you and your emotional health. Please feel free to contact me if you have any questions or if you would like to schedule an appointment.

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