



## Collaborative Counseling Center COVID Related Office Policies and Procedures

*Effective June 2021*

**In an effort to resume in person services, CCC will be following best practices for safety for all. Only vaccinated clients and caregivers may return for in-person services.**

### **COVID Screening**

- Each client will be encouraged to take their temperature at home and answer \*COVID screening questions at home before coming to the office.
- Clients and caregivers may NOT come to the office if you answered “yes” to any of the COVID screening questions and/or have been exposed to someone with COVID. Please call the office to either reschedule or ask for a video visit.
- Per Clinician’s discretion, each client arriving in person may be asked to complete a COVID screening form to be returned to office administration, not to be included with medical records. Temperature checks may be done upon arrival.
- Any client who attends an in-person visit and appears ill or complains of illness will be asked to leave the office and their appointment will be rescheduled. Unless the client becomes ill at the time of the visit, the client will be charged for the visit.

### **\*COVID Screening Questions**

- Have you or has anyone in your home had contact within the last fourteen days with any person under screening/testing for COVID-19, or with anyone with known or suspected COVID-19? •  
Do you currently have any of the following symptoms?
  - Fever (100.4°F or higher), or a sense of having a fever.
  - New cough that you cannot attribute to another health condition.
  - New shortness of breath that you cannot attribute to another health condition.
  - New sore throat that you cannot attribute to another health condition.
  - New muscle aches (myalgias) that you cannot attribute to another health condition, or that may have been caused by a specific activity (such as physical exercise).

### **Mask Wearing**

- Masks must be worn at all times within the Collaborative Counseling Center regardless of vaccination status.
- Clinicians may be unmasked in their personal office, with the door closed, per their discretion and with client’s expressed consent.
- Vaccinated adult clients may be unmasked in their clinician’s office with their expressed consent, with the door closed upon approval by the therapist.
- Vaccinated minor clients may be unmasked in their clinician’s office, with the door closed upon expressed agreement by the Clinician, client and the client’s legal parent/guardian.

### **Vaccine Verification**

- Clients and accompanying caregiver(s) will be asked to present proof of vaccination to office personnel prior to in-person visits. Proof of vaccination must be received one week prior to the initial in-person visit via email to [marlee@collaborativecounselingcenter.com](mailto:marlee@collaborativecounselingcenter.com)
- Vaccination cards will NOT be part of the client’s medical record.

## **Waiting Room**

### Clients aged 16 and older

- Vaccinated clients must come to all appointments alone when appropriate. If a client requires support or assistance, a vaccinated adult/caregiver may accompany.
- Office staff will use the credit card on file in all cases unless the card on file declines and the payee will be contacted by phone and email for payment information at the time of the visit.
- Family members may be involved via ZOOM or by phone.
- Appointment Receipts will be given to the client at the end of their visit, or staff can email receipts upon request.

### Clients aged 12-15

- Vaccinated clients must have one vaccinated parent/guardian check them in at the front desk and wait until the clinician arrives to greet the client.
- Vaccinated Parent/Guardian(s) may accompany clients to their visit with their Clinician for clinical purposes.
- During the visit, the parent/guardian is expected to return to/wait in their vehicle or outside the building, unless other arrangements are made by CCC staff.
- Office staff will use the credit card on file in all cases unless the card on file declines and the payee will be contacted by phone and email for payment information at the time of the visit.
- Clinicians can either call or ZOOM parent if collaboration is needed.
- Vaccinated parent(s) guardians must return to the office at the end of the visit to pick up their child and make contact with the therapist upon arrival to ensure the safety of the child.
- Appointment receipts will be given to parents/guardians at the end of the visit.
- No additional visitors permitted in the waiting room (siblings, family members, and friends).

## **COVID Exposure and Contact Tracing**

- If you contract COVID, or live in the same home with someone who has contracted COVID, please contact your clinician to inform them so that CCC Leadership can follow all CDC and Howard County Health Department protocols regarding notification and quarantine of potentially exposed staff and communication with clients.
- Contact tracing and sanitation protocols will be swiftly implemented. As these steps are taken, CCC Leadership has a continued obligation to protect the privacy of the affected clients, family members and employees and may not disclose their name under protected privacy mandates.

## **Group Therapy**

- Groups are not running over the summer.
- In the fall 2021, CCC Leadership will meet to determine provision of group therapy (in person/hybrid/virtual) based on CDC guidelines and present metrics.

**CCC Leadership:** *Brett Greenberger, MD and Emily Greenberger, LCSW-C*

**COVID Workplace Coordinator (CWC):** Responsible for all COVID 19 related issues and their impact in the workplace. *Emily Greenberger, LCSW-C*

**If you have any questions or concerns about COVID related policies and procedures please contact:** Emily Greenberger, LCSW-C, Clinical Director and COVID Workplace Coordinator by phone or email [Emily@collaborativecounselingcenter.com](mailto:Emily@collaborativecounselingcenter.com)

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