



Willow Tree, LLC response to COVID-19

We realize this is a serious situation and want to be proactive, but we don't want to give way to panic either. The health of our clients and their families as well as our therapists and their families are all being taken into consideration in how we address the situation now and moving forward.

We also realize that this is a transition not only for clients but for our agency and therapists as well. All of that being said, here is what we are offering at this time, what we are doing and what we are requesting our clients to do.

WHAT WE ARE OFFERING

- 1) Effective immediately, we will be postponing all cancellation fees of \$50 if you cancel your appointment without 24 hours notice due to illness. The health of everyone is important to us so if you have symptoms of any illness it is important to implement safe infectious disease practices and isolate away from others. Maintaining communication between you and your therapist is important in this process.
- 2) Effective immediately, we will be limiting our lobby access to clients who are being seen by a therapist for face-to-face psychotherapy sessions. Anyone not being treated in a psychotherapy face-to-face session is asked to wait in their vehicle to avoid contact with others in our lobby.
- 3) A transition into telepsych therapy visits may be an option for individuals whose insurance plan covers TeleHealth or TelePsych services. Your clinician will have more information on whether this is an option and how-to setup TelePsych services. If you have questions, please first ask your therapist directly.

WHAT WE ARE DOING

- 1) Hand sanitizer and Clorox disinfecting wipes are available in the lobby for client use.
- 2) Bathrooms at Willow Tree, LLC will be stocked with handwashing soap to promote healthy habits of washing hands. (If our bathroom needs attention, please let your therapist know).
- 3) We will be posting literature around our office about symptoms of COVID-19, how to respond, and posters about proper hand washing.
- 4) Each child being seen face-to-face in the office will begin and end their therapy session by washing their hands with their clinician.
- 5) All common areas (door handles, chairs, etc) will be disinfected daily.
- 6) All waiting room toys/books will be temporarily removed.
- 7) *All further communication about our response to COVID-19 will be posted on the main page of our website. Please visit www.willowtreewichita.com for most up-to-date policy changes.*

WHAT WE ARE REQUESTING

- 1) If you, your child or a family member has (also applies to your therapist):

- 1) Been knowingly exposed to COVID-19 or influenza, the patient/client will not be able to attend face-to-face therapy sessions for 3 weeks from exposure.
- 2) Instead of requiring one must be symptom free (fever, vomiting, etc) for the typical 24 hours before your face-to-face appointment, we will be expanding the requirement to 72 hours of being symptom free.
- 3) Traveling by air or an immediate family member having traveled by air in the last 7 days, the client will be required to refrain from coming face-to-face therapy for 3 weeks.

As you are aware, this is an evolving situation that can change from day-to-day. At a minimum we will be following Centers for Disease Control and Prevention's (CDC) as well as national, state and local leadership guidelines.

Thank you for your understanding and I hope we are able to give some reassurances to all of you. We are taking this seriously and trying to be proactive in an everchanging situation. The health of clients and therapists as well as families for both are paramount. We will continue to provide therapy services for you or your loved-ones that they need and deserve!