



July 24th, 2020

Mosaic clients:

Mosaic Counseling Services intends to continue to offer office-based therapy sessions. Additionally, all of Mosaic's clinicians will continue to offer teletherapy (online counseling), in order to meet clients at their comfort level and therapeutic needs. Mosaic is committed to keeping its clients, Mosaic staff, and all respective families safe from the spread of this virus, while continuing to offer therapeutic services across multiple environments.

Below are some minor, albeit necessary, changes that Mosaic will be enforcing in response to Governor Eric Holcomb's mandate requiring individuals to wear masks indoors when they are unable to adequately social distance.

- Clients and clinicians will wear masks when entering and exiting the buildings and individual offices.
- Masks should be worn by both client and clinician when administering the noncontact forehead thermometer.
- Masks will be worn during sessions when social distancing is not feasible, and when the client or clinician prefers for them to be worn due to comfort level and/or health conditions.
- Office furniture will continue to be properly arranged to allow for maximized social distancing. This may require clients to sit on the seating area of the furniture that is furthest from the clinician.

As previously shared, Mosaic continues to follow the recommendations put forth by the Centers for Disease Control (CDC) and American Psychological Association (APA). Below are some of the common procedures and practices Mosaic will continue to implement.

- Office seating in the waiting room and in therapy rooms has been arranged for appropriate physical distancing.
- For the time being, when clients arrive for their appointment, their clinician will utilize a noncontact forehead thermometer to determine if they have an elevated temperature (100 Fahrenheit or more). Additionally, Mosaic's clinicians will also be screened for elevated temperatures.
- If a client or clinician has an elevated temperature (100 Fahrenheit or more), or if they have other symptoms (i.e. cough, shortness of breath, sore throat, fatigue, body aches, loss of taste, etc.) of the coronavirus, the appointment will be cancelled or it may possibly be continued via teletherapy. If a client needs to cancel for the above reason, they will not be charged the standard cancellation fee.
- Mosaic staff and clients will maintain safe social distancing.
- Restroom soap dispensers are maintained. Staff and clients are encouraged to regularly wash their hands.
- Hand sanitizers that contain at least 60% alcohol are available in the therapy rooms and the waiting room.
- Waiting room procedures:
 - Noblesville office: Clients are to wait in their cars or outside until no earlier than 5 minutes before their appointment times. Only the people necessary for the appointment are to be in the office building. Any additional family members or friends should wait outside of the building.
 - Greenfield office: Clients are to wait in their cars until their clinician comes to the exterior entry door and lets them into the waiting room. Only the people necessary for the appointment are to be in the office building. Any additional family members or friends should wait outside of the building.

- Credit card pads, pens and other areas that are commonly touched are thoroughly sanitized after each use.
- Physical contact is prohibited.
- Tissues and trash bins are easily accessible. Trash is disposed of on a frequent basis.
- Common areas are thoroughly disinfected multiple times throughout the day.

If a client chooses office-based sessions, and they have not previously done so, they will be asked to sign a supplemental Informed Consent regarding resuming in-person sessions during the pandemic which outlines the additional risks and expectations. Mosaic will continue to monitor the situation closely and make adjustments accordingly to our policies and procedures. Mosaic will continue to share updates with you as they develop and are necessary. Thank you for your ongoing patience and understanding during this time. Please don't hesitate to contact your clinician or myself if you have any questions.

Respectfully,

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