



April 2nd, 2021

Mosaic clients:

As you are likely aware, as of April 6th 2021, Governor Eric Holcomb discontinued the mandate requiring individuals to wear masks indoors. The aforesaid change shifts the responsibility on individual businesses to enact policies in accordance with the needs of the business and their clients.

After significant thought and consideration, Mosaic will be following the below guidelines and policies.

- At their own discretion and preference, clients and clinicians may choose to either wear or not wear masks entering the building and while sitting in the waiting room. Masks may be worn during sessions when social distancing is not feasible, and when the client and/or clinician prefers for them to be worn due to preference and/or health conditions.
- Office furniture will continue to be 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.
- The clinician may utilize a noncontact forehead thermometer to determine if the client has an elevated temperature (100 Fahrenheit or more).
- 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.
- Staff and clients are encouraged to regularly wash their hands.
- Hand sanitizers are available in the offices and waiting room.
- Credit card pads, pens and other areas that are commonly touched are thoroughly sanitized.
- Tissues and trash bins are easily accessible. Trash is disposed of on a frequent basis.
- Common areas are thoroughly disinfected 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,

A handwritten signature in black ink that reads "Jonathan M. Burg, LMFT".

Jonathan M. Burg, MA, LMFT
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