



To: CFA Clients
From: Steven M. Harner, Psy.D., Director
Re: COVID-19 Precautions and Procedures
Date: March 10, 2020

As we are all quite aware, much attention is now being paid to stopping the spread of the COVID-19 virus. To date, the majority of those affected recover, and those with the most serious complications include older adults and those with underlying chronic health conditions.

Client and staff safety are paramount considerations and the following precautions and procedures have been adopted and implemented to help stop the spread of illness.

Basic Precautions

We strongly recommend that everyone wash their hands for 20 seconds with soap and water, or use provided hand sanitizer immediately upon entering and leaving the building. Please be mindful not to touch your face, especially your eyes, mouth and nose. *If you need to cough or sneeze, please do so into your elbow or a tissue, so as not to spread any germs.*

Please contact your provider prior to coming into the office if you are exhibiting any symptoms of an acute respiratory illness symptoms (i.e. cough, shortness of breath) or have a fever within the previous 24 hours.

Please do not come to the office until you are free from fever (100.4° F [37.8° C] or greater using an oral thermometer), signs of a fever, and any other symptoms for at least 24 hours, without the use of fever-reducing or other symptom-altering medicines.

We will NOT charge a late cancellation fee if you become ill within our 48 hour cancellation policy (but you must call or message your provider; we cannot waive the fee for no-shows).

If you come to session and are exhibiting signs of illness, we will ask you to go home at no charge.

If you are planning to travel, or have traveled to areas associated with COVID-19 community spread, please discuss the telehealth option with your provider.



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Cleaning of Office Spaces and Common Areas

CFA administration will wipe-down regularly with Clorox wipes or similar disinfectant material, all common area surfaces to include: arm rests, door knobs, hand-rails, sink faucet handles, bathroom grab bars, and water-fountain.

CFA staff will regularly wipe-down their respective office areas to include: door knobs, keyboards/mouses, cell phones, hard-surfaced furniture arm rests, drawer pulls, hard-surfaced items for use with client session (e.g., pens, clipboards etc). We will also be washing our hands more regularly.

Telehealth Services

In the event that you and/or your clinician feels that face-to-face sessions are not feasible, we recommend that clients participate in secure video conferencing or phone sessions rather than canceling treatment. In our experience, face-to-face sessions are most optimal, but we are prepared to offer secure video conferencing as a temporary option to continue momentum toward achieving treatment goals.

Some Reflections and Reminders On How To Combat Anxiety

All of us at CFA are committed to keeping our community safe and we want our clients to know that we are here for you and that we are prepared to meet any challenge that we may face in the coming weeks. As strength-based and skill-building providers, we are confident that we can assist those with emerging anxiety related to this illness--or other concerns for that matter--and we encourage our clients to be prepared and vigilant. Here are some things that may help us all keep the situation in perspective.

- Using tried-and-true methods to reframe negative or catastrophic thinking may be most helpful in quelling anxiety and reinforcing hope. For instance, when we begin to worry, "thought-stop," and reflect on "the most likely positive outcomes," rather than jumping to conclusions and catastrophizing; Remember, all that we tend to worry about in extremes almost never happens and that time spent in worry is wasted!



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- Focus on what we can actually control. For example, follow sanitation recommendations from trusted sources like the CDC. If your attention is frequently drawn to things you can't control, anxiety will soon follow...
- Limiting media consumption may also reduce anxiety. Whereas it's important to be aware of new information related to COVID-19 in our area, too much exposure to sensational media reporting will heighten anxiety. Making an extra effort to listening to favorite music may be better than constantly tuning-in to news channels
- Use grounding techniques to help re-center. For instance, practicing deep breathing, mindfulness and meditation can help counteract any stress we might be feeling. There are many free apps now available that are excellent resources for quick guided meditations.

As always, please do not hesitate to reach out to your provider or me if you have any questions or concerns. I can be reached at 703-533-3930 extension 2.