Welcome Back to the Center for Family Services!

The following set of protocols were developed to best ensure the safety and peace-of-mind of everyone involved while conducting and participating in therapy services at the CFS on the OSU campus. This document is divided into two parts that address 1) What CFS staff are doing to keep everyone safe, and 2) What we are asking clients to do when they attend sessions at the CFS. Additionally, a one-page handout summarizing the protocols for clients will be disseminated via email, posted at the clinic, and posted on the CFS website for easy access. We will resume in-person therapy and supervision in a phased approach beginning July 7th.

Please read the following protocols carefully, commit to practicing them, and encourage others to do so as well. Note that if you do not feel safe or comfortable coming into the clinic for in-person sessions or supervision, teletherapy accommodations can continue to be utilized as needed until notified otherwise. Additionally, if you are a member of a vulnerable group as established by the CDC, we recommend you take proper precautions and use your own discretion regarding returning to in-person services at the CFS. Please let your therapist or supervisor know if you would like to continue or begin utilizing virtual therapy services.

If you have any questions or suggestions to streamline operations of the CFS, please direct all communication to the CFS Clinical Director, Dr. Amanda Szarzynski, at (405) 744-5058. Lastly, please note that as we gain new information or guidance from the University or other governing bodies, these policies are subject to change. Please be ready to adapt and make changes as needed. Thank you!
WHAT WE’RE DOING TO KEEP EVERYONE SAFE

• **PRE-SESSION / ENTRY TO THE CLINIC GUIDANCE**
  - Every CFS staff member entering the CFS must complete a Wellness Check Survey at the beginning of each visit to the clinic.
    - The Wellness Check Survey consists of the following questions:
      1. Have you traveled at all in the past 14 days? If so, list all locations.
      2. Have you been on a cruise in the last 14 days?
      3. Have you traveled anywhere internationally in the last 14 days?
      4. Have you been in close contact with someone who has been on a cruise or traveled internationally AND that person is sick?
      5. Are you experiencing shortness of breath, fever, and/or a cough?
      6. Are you experiencing a loss of taste and/or smell?
      7. When you checked your temperature today was it 100.4 degrees or higher?
      8. Have you come into contact with someone who tested positive for COVID-19?
    - Students and faculty who answer yes to questions 2-8 will be directed to OSU Health Services and either cleared to return or to instead utilize teletherapy services. Teletherapy services can be provided as needed. For anyone answering yes to question 1, the CFS Clinical Director will make the call on whether teletherapy services should be utilized based on the most up-to-date CDC reports of state and local travel guidance.
  - Only one CFS staff member (e.g. student therapist or intern) will be allowed at the front desk in the Waiting Room at any given time.
  - Masks are required by all CFS staff upon arrival in the hallways and when greeting clients at their vehicles. Masks should also be utilized anytime the required 6 feet physical distancing requirement cannot be met. Masks are recommended at all other times.
  - All student therapists, faculty, and interns should take their temperature prior to coming to the clinic. If the temperature taken exceeds 100.4 degrees Fahrenheit, that person should stay home and seek medical assistance. CFS staff should let the Clinical Director know if they will not be able to come to campus for this reason.
  - Signage will be placed on every door explaining that a wellness check survey is required before entry and listing the reasons that would prohibit someone from entering (the survey questions).

• **IN-SESSION / SUPERVISION GUIDANCE**
  - Once all parties are in the therapy room and sitting at least 6-ft apart, therapists and clients may remove their masks at their own discretion.
  - If co-therapy is being conducted and the number of people in the room, size of the therapy room, or other reason prohibits both co-therapists from being in the therapy
room, one co-therapist can observe behind the mirror and utilize the phone to call-in with questions or feedback.

- Teaming or observation of therapy sessions will be allowed in the observation room, but strict rules must be followed in order to participate.
  - Only one person may observe per mirror/therapy room.
  - Each person observing should use their own reserved set of headphones for all observations and clean after each use.
  - No one other than a supervisor will be allowed to observe from the main control seat that allows for observation using the computer monitors. This is to ensure supervisors can always observe when needed or desired, and to reduce traffic by the computer controls for therapists needing to record sessions.
  - The curtain separating the main control desk from the other observation mirrors should remain pulled across as a barrier at all times.
  - No in-person mid-session breaks will take place unless there is an emergency until otherwise notified. The therapy room phone connecting to the observation room should be utilized instead, particularly for supervisors conducting live supervision. Teaming observers should be taking confidential notes to provide a copy to the therapist after the session is completed and may use the phone if discussed with the therapist prior to the session.
  - If more than one person is in the observation room at the same time, masks are required to be worn and 6-ft. of physical distance should be maintained.

- **POST-SESSION / SUPERVISION GUIDANCE**
  - All parties in a therapy, observation, or supervision room should wear a mask as they exit and are in open, public areas of the building.
  - Therapists should walk their clients to the outer building door to retrieve the clinic parking pass and then return the parking pass to the front desk. Parking passes should be cleaned with a disinfectant wipe after each use. Therapists should wash/sanitize their hands immediately after returning the parking pass.
  - Therapists should schedule and allow for at least 15 minutes between sessions in order to allow time for cleaning and disinfecting the therapy room before the next clients arrive. If you are using the play therapy room, then at least 30 minutes between sessions is recommended to allow time for thorough cleaning.
    - Therapists are responsible for using disinfectant wipes to wipe down any hard surfaces that were touched by any persons in the therapy room. This includes but is not limited to doorknobs, arm rests, side tables, white boards/markers, telephone, and toys or other play therapy room items. For surfaces not applicable to be wiped down (e.g. upholstered furniture, cloth costumes), disinfectant spray may be used.
  - Supervisors are responsible for disinfecting their supervision room or observation area upon the completion of each supervision session using the cleaning suggestions above.
  - Anyone who uses the observation room for teaming or co-therapy must sanitize the mirror on their side, desk, chair, and telephone (if used) before leaving the observation room. It is also advised that observers disinfect their headphones each time as well.
• **CLINIC CLEANING / DISINFECTING GUIDANCE**
  o Overall, each member of the clinic staff is responsible for sanitizing any areas of the CFS or Human Sciences West building accessed.
  o A checklist will be used for sanitizing and closing procedures at the end of each day by clinic staff. If you are the last person in the clinic, it is your responsibility to complete the checklist for sanitizing and closing the clinic. If an intern is working, this will be their responsibility. This checklist includes but is not limited to the following:
    ▪ After completing all regular closing procedures (e.g. trash cans out in hall, technology locked up, observation microphone/speakers powered down, all rooms locked with lights off, etc.), disinfectant wipes should be used to wipe down all door knobs, computer mouse and keyboards, desk surfaces, phones, and outer door handles on your way out.
  o Hand sanitizer will be available at the front desk, in the observation room, and in the business office, as well as therapy rooms (if we have enough bottles to be placed in each therapy room). Please use at your own discretion.

• **PHYSICAL DISTANCING GUIDANCE**
  o Guidance will be posted throughout the clinic and building doors.
  o Anyone entering the Human Sciences West building and using the CFS should work to maintain 6-ft. of physical distance from others as best as they can at all times (unless they are living in the same household).
  o Therapy rooms A, E, and F will not be utilized for therapy or supervision sessions due to the smaller size of the rooms and the inability to maintain at least 6-ft apart for proper physical distancing. These room may be booked for teletherapy sessions as needed.
  o Therapists should not loiter in public spaces of the CFS. If therapists need to wait on campus until their next sessions of the day, they should remain in the therapy room they had originally booked or find another space where they can maintain appropriate physical distance from others. These spaces should also be cleaned after use.
  o For scheduling of sessions:
    • Therapists are allowed to book therapy sessions any time Monday – Friday, between the hours of 9a – 8p, with the last session available for scheduling at 7:00pm. However, it is the responsibility of the therapist to ensure a supervisor is available either onsite or by phone during scheduled session times. Ultimately, it is the therapist’s assigned faculty supervisor’s call as to when student therapists are allowed to hold sessions without a supervisor onsite. This may be decided on a case-by-case basis.
    • Additionally, students should not schedule sessions at the clinic at a time when they are alone in the building (typically after 5pm). As long as at least one other therapist or intern is in the clinic at the same time and a supervisor is available by phone, a session may be scheduled within the designated clinic hours above. The therapist buddy system must be utilized at all times during the evenings when a supervisor is not present. Both students should stay until both are ready to leave for the night and
have conducted closing procedures together (while maintaining appropriate physical distancing, of course).

- Therapists should continue per typical clinic protocols to book therapy rooms prior to scheduled sessions. If a therapist has multiple sessions scheduled back to back, it is strongly recommended that they book the same room for all sessions.
- Student therapists are no longer required to book only on the hour. Each therapy room will be booked for sessions to begin in 15-minute increments throughout the hour to decrease client and therapist traffic in public spaces. (For example, room B will always be scheduled for the top of the hour, room C at 15 minutes past the hour, and so forth.)
- Student therapists should adhere to the scheduling guidelines for the corresponding room booked. The times for each therapy room will be posted on the MFT CFS Google calendar, on the CFS server, and in the Business Office. However, students should continue to make all room reservations using the MFT CFS Google calendar.

For use of the student Business Office:

- Only ONE student may use the Business Office at a time and must put a sign on the outside of the door when in use.
- A mask must be worn when working in the Business Office at all times due to the public nature of the space and the possibility for others coming in to the room unannounced.
- Once the clinic is open for in-person sessions, teletherapy sessions will no longer be allowed to be held in the Business Office.
- Students will no longer need to request permission to use the Business Office once the clinic is open for in-person sessions. Use of the Business Office is on a first come, first serve basis; however, please be mindful not to monopolize this space, allowing for others to use it as well.
- *The only exception to this—The Business Office will be reserved for the Clinic Manager on Tuesdays from 9-11a each week until otherwise notified in order for clinic deposits to be processed. Additionally, the Business Office may be blocked off once a month for any billing mail outs that need to be created and conducted by the Clinic Manager. CFS staff will be informed via email of any planned closures of the Business Office.
- Anyone using the Business Office should sanitize their work area before they leave, including any desk top areas and doorknobs.
- If someone is working in the Business Office, therapists should only enter to deposit client payment into the payment lock box and gather any personal belongings. Students should wear a mask when entering the Business Office, even if only for a quick drop-in.
- Staff should be aware of others. If students see more than one person has gone into the Business Office, they should wait until there is more space available before entering.
- Students should plan to continue doing all CFS clinic paperwork via secure VPN remote access to Titanium until further notice.
• PERSONAL SAFETY/HYGIENE GUIDANCE
  o Please stay home if you are sick.
  o Treat every surface as if it is infected.
  o Avoid close contact with people who are sick.
  o Avoid sharing food, cups, utensils, or other items.
  o Treat all bodily fluids as potentially infectious.
  o Avoid touching your eyes, nose, and mouth.
  o When able, avoid touching surfaces in common areas (door handles, hand railings, etc.).
  o Cough into your upper sleeve/elbow, or cover your cough/sneeze with a tissue; then, throw the tissue in the trash.
  o WASH YOUR HANDS OFTEN WITH SOAP AND WATER FOR AT LEAST 20 SECONDS, especially after going to the bathroom; before eating; and after blowing your nose, coughing, or sneezing.
    ▪ If soap and water are not readily available, use an alcohol-based hand sanitizer with at least 60% alcohol.
    ▪ Hand sanitizer can be found at most common areas in the clinic.
  o Clean and disinfect frequently touched objects and surfaces using Lysol spray or wipes.
  o Avoid large crowds.
  o Avoid international travel and domestic travel to highly exposed areas.
  o If you feel sick, have any symptoms of illness, or have been around anyone else who is sick, please do not come to the CFS. Notify the Clinical Director and contact OSU Health Services. This is an excused absence.

• POSITIVE TEST FOR COVID-19:
  o In the event that someone at the CFS (e.g. student, faculty, or other staff member) tests positive for COVID-19, CFS staff and OSU Health Services will coordinate regarding the appropriate action to take based on the situation.
WHAT CLIENTS SHOULD DO TO KEEP EVERYONE SAFE

• PRE-SESSION / ENTRY TO THE CLINIC GUIDANCE
  o Every person entering the CFS must complete a Wellness Check Survey at the beginning of each visit to the clinic.
    ▪ The Wellness Check Survey consists of the following questions:
      1. Have you traveled at all in the past 14 days? If so, list all locations.
      2. Have you been on a cruise in the last 14 days?
      3. Have you traveled anywhere internationally in the last 14 days?
      4. Have you been in close contact with someone who has been on a cruise or traveled internationally AND that person is sick?
      5. Are you experiencing shortness of breath, fever, and/or a cough?
      6. Are you experiencing a loss of taste and/or smell?
      7. When you checked your temperature today was it 100.4 degrees or higher?
      8. Have you come into contact with someone who tested positive for COVID-19?
    ▪ Any clients who answer yes to questions 2-8 will be directed to their personal healthcare provider to be cleared before they can return to the CFS for in-person services. Teletherapy services can be provided as needed. For anyone answering yes to question 1, the CFS Clinical Director will make the call on whether teletherapy services should be utilized based on the most up-to-date CDC reports of state and local travel guidance.
  o No clients will be allowed in the Waiting Room.
  o Clients should arrive 10 minutes prior to their scheduled session start time. When clients arrive for their session, they should call the front desk at (405) 744-5058. A member of our staff will conduct a Wellness Check Survey with clients over the phone and note the client’s vehicle information to take them a parking pass prior to their session. The client’s therapist will be notified of their arrival and will go outside to greet the client when it’s time for the client’s scheduled session.
  o Masks are required by all clients upon arrival in the hallways and during greeting at clients’ vehicles. Masks should also be utilized anytime the required 6 feet physical distancing requirement cannot be met. Masks are recommended at all other times.

• IN-SESSION GUIDANCE
  o Once all parties are in the therapy room and sitting at least 6-ft apart, therapists and clients may remove their masks at their own discretion.
  o All parties in the therapy room should work to maintain at least 6-ft. of physical distance at all times. If appropriate physical distance is not possible to be maintained (e.g. play therapy with children), then masks should be worn throughout the session. Children younger than 2 years old should NOT wear masks, according to the CDC.
• **POST-SESSION GUIDANCE**
  o All parties in a therapy, observation, or supervision room should wear a mask as they exit and are in open, public areas of the building.
  o Therapists should walk their clients to the outer building door to retrieve the clinic parking pass.

• **PHYSICAL DISTANCING GUIDANCE**
  o Guidance will be posted throughout the clinic and building doors.
  o Anyone entering the Human Sciences West building and using the CFS should work to maintain 6-ft. of physical distance from others as best as they can at all times (unless they are living in the same household).
  o In order to decrease traffic in the CFS and Human Sciences West building, therapists are allowed to book therapy sessions with clients any time Monday – Friday, between the hours of 9a – 8p, with the last session available for scheduling at 7:00pm. Please note that sessions may not be scheduled at the top of the hour as they traditionally have been.

• **PERSONAL SAFETY / HYGIENE GUIDANCE**
  o Please stay home if you are sick.
  o Treat every surface as if it is infected.
  o Avoid close contact with people who are sick.
  o Avoid sharing food, cups, utensils, or other items.
  o Treat all bodily fluids as potentially infectious.
  o Avoid touching your eyes, nose, and mouth.
  o When able, avoid touching surfaces in common areas (door handles, hand railings, etc.).
  o Cough into your upper sleeve/elbow, or cover your cough/sneeze with a tissue; then, throw the tissue in the trash.
  o WASH YOUR HANDS OFTEN WITH SOAP AND WATER FOR AT LEAST 20 SECONDS, especially after going to the bathroom; before eating; and after blowing your nose, coughing, or sneezing.
    ▪ If soap and water are not readily available, use an alcohol-based hand sanitizer with at least 60% alcohol.
    ▪ Hand sanitizer can be found at most common areas in the clinic.
  o If you feel sick, have any symptoms of illness, or have been around anyone else who is sick, please do not come to the CFS. Notify your therapist and contact your medical provider. No-Show fees will not be charged if you cannot attend due to illness.

_Amanda Szarzynski, Ph.D._
CFS Clinical Director, Supervisor

_Matt Brosi, Ph.D., LMFT_
MFT Program Director, Supervisor

_Kami Gallus, Ph.D., LMFT_
MFT Faculty Supervisor

_Nathan Hardy, Ph.D., LMFT_
MFT Faculty Supervisor
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