COVID-19 Protocols
June 5, 2020

Welcome to the Al Carlozzi Center for Counseling!

The following set of protocols were developed to best ensure the safety and peace of mind of everyone involved while conducting and participating in counseling services at the Al Carlozzi Center for Counseling on the OSU-Tulsa campus. We will resume in-person counseling and supervision in a phased approach with limited hours beginning August 17.

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 counseling center for in-person sessions, teletherapy will continue to be utilized. 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. Please let your counselor or supervisor know if you would like to continue or begin utilizing teletherapy services. If you are in need of accommodations due to a disability, please let your counselor know.

If you have any questions or suggestions to streamline operations, please direct all communication to the Director, Dr. Sarah Johnson, at (918) 594-8585. Lastly, please note that as we gain new information and 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!

Sarah Johnson, Ph.D., Licensed Psychologist
Director, Al Carlozzi Center for Counseling
What We’re Doing to Keep Everyone Safe

Pre-Session/ Entry to the Counseling Center Guidelines

- Every person entering the counseling center (e.g., staff members, clients, faculty) must complete a Wellness Check Survey at the beginning of each visit. The survey consists of the following questions:
  1. Have you traveled domestically in the last 14 days?
  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 cough?
  6. When you checked your temperature today, was it 100.4 degrees or higher?
  7. Have you come into contact with someone who tested positive for COVID-19?
  8. Are you experiencing a loss of taste or smell?

- Staff members who answer ‘Yes’ to the questions will be referred to their health care provider and either cleared to return or to utilize teletherapy rather than in-person services. Any clients who answer ‘Yes’ to questions will be directed to their personal healthcare provider to be cleared before they can return for in-person services. Teletherapy services can be provided as an alternative.

- All student counselors, faculty, and other staff members should take their temperature prior to coming to the counseling center. If the temperature taken exceeds 100.4 degrees Fahrenheit, that person should stay home and seek medical assistance. Staff should let the Counseling Center Director know if they will not be able to come to campus for this reason.

- Masks or face shields are required by all staff, faculty and clients upon arrival, in the hallways and in the waiting room. Masks should be utilized anytime the required 6 feet physical distancing requirement cannot be met. Masks are recommended at all other times.

- Signage will be placed on every door explaining that a wellness check survey is required before entry.

- Individuals needing to come to the counseling center for a crisis session must call ahead to the crisis counselor. These individuals will receive the same screening as scheduled clients and, once completed, may enter the counseling center and proceed directly to the graduate assistant office.

- Nobody will be allowed to enter the counseling center other than scheduled clients. If a client is transported to session by another person, that person must remain in their vehicle for the duration of the appointment.

Post-Session/ Supervision Guidance

- All parties should wear a mask or face shield as they are in open, public areas of the counseling center.

- Clients should exit through the doorway leading to the back hallway rather than through the waiting room.

- Counselors will not collect fees at the end of session; monthly invoices will be sent to each client.
If possible, counselors should avoid scheduling back to back clients so as to allow time between sessions for cleaning and disinfecting the counseling room.

After EVERY session, counselors must:

- Use disinfectant wipes to wipe down any hard surfaces in the room. This includes, but is not limited to, doorknobs, arm rests, side tables, white boards and markers, etc. Other surfaces may be sprayed by disinfectant spray.
- Use disinfectant wipes to wipe down any surfaces the counselor has touched in the transport of the client, including doorknobs.

Counseling Center Cleaning/ Disinfecting Guidance

Overall, each member of the counseling center staff is responsible for sanitizing any areas of the counseling center accessed, including personal offices.

A checklist will be used for sanitizing and closing procedures at the end of each day. If you are the last person in the counseling center, it is your responsibility to complete the checklist for sanitizing and closing and the counseling center. The checklist includes, but is not limited to:

- Use of disinfectant wipes on all hard surfaces (door knobs, light switches, sound machines, etc.)
- Use of disinfectant spray on all furniture and other surfaces not best cleaned by wipes
- Cleaning steps should be completed in all common counseling center areas, therapy rooms, technology room, and workroom.

Each staff member is responsible for cleaning and sanitizing their work area before they leave for the day. This includes using disinfectant wipes to wipe computers, keyboards, mice, headphones, and chair. Staff members should limit the amount of extraneous items (e.g., photos) they place around their computer area.

Hand sanitizer will be available in all therapy rooms and the workroom. Please use at your own discretion.

Physical Distancing Guidance

Guidance will be posted throughout the counseling center and building doors.

Anyone entering the counseling center should work to maintain 6 feet of physical distance from others as best they can at all times, unless they are living in the same household.

Due to the size of therapy rooms, sessions will only be booked in 2430A, 2426, and 2415. Relationship and/or family counseling will receive priority in the booking of 2426.

Staff members should not loiter in communal spaces at the counseling center. While not seeing clients, staff members should either be at their assigned workstation or, if they cannot be at their workstation and also maintain appropriate social distance, they may utilize a counseling center laptop and complete their work in one of the unused counseling rooms. Graduate assistants should remain in their assigned offices unless engaging in counseling center business (e.g., preparing deposit).

Only those staff members who are scheduled to be at the counseling center are allowed to be in the counseling center. Staff members who need to complete paperwork outside of their assigned in-office times may do so via a remote connection to Titanium. Any clients scheduled outside of a clinician’s regularly scheduled hours must be cleared with the Director prior to scheduling.
For scheduling of sessions:
  o In-person sessions may be booked during the following times: Mondays, 12:00-7:00 pm; Wednesday and Friday, 10:00-5:00.
  o Telehealth sessions may be scheduled at any time during normal business hours.
  o Therapists should continue to use typical counseling center procedures when booking therapy rooms for 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.
  o In order to decrease client and clinician traffic in public spaces, appointment start times will be determined based on the room being scheduled.
    ▪ Room 2430A: Scheduled on the top of the hour
    ▪ Room 2426: Scheduled at 15 minutes past the hour
    ▪ Room 2415: Scheduled on the half hour

Personal Safety/ Hygiene Guidance
  o Please stay home if you are sick or have been exposed to someone who is 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 counseling center.
  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 counseling center. Notify the Director and a plan will be created to notify clients and cover assigned work hours.

Positive Test for COVID-19

In the event that someone at the counseling center (e.g., student, faculty, or other staff member) tests positive for COVID-19, the Director will coordinate with the appropriate university entities to determine appropriate action steps based on the situation.
What Clients Should Do to Keep Everyone Safe

Pre-Session/ Entry to the Counseling Center Guidance

- Every person entering the counseling center (e.g., staff members, clients, faculty) must complete a Wellness Check Survey at the beginning of each visit. The survey consists of the following questions:
  1. Have you traveled domestically in the last 14 days?
  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 cough?
  6. When you checked your temperature today, was it 100.4 degrees or higher?
  7. Have you come into contact with someone who tested positive for COVID-19?

- Any clients who answer ‘Yes’ to questions will be directed to their personal healthcare provider to be cleared before they can return for in-person services. Teletherapy services can be provided via the HIPPA compliant Zoom platform as an alternative.

- Clients should arrive 10 minutes prior to their scheduled session start time. When clients arrive, they should call the counseling center at (918) 594-8568. A member of the staff will complete a Wellness Check Survey over the phone and, if the client is determined to be eligible for services that day, their counselor will be notified of their arrival. Clients should remain in their vehicle until the time of their appointment. Counselors will greet clients in the waiting room at the time of their session.

- Clients will not complete symptom inventories or other paperwork on waiting room computers. All relevant paperwork will be emailed to clients prior to their session via HIPPA compliant email platform; completed paperwork can be returned in the same manner.

- Individuals needing to come to the counseling center for a crisis session must call ahead to the crisis counselor. These individuals will receive the same screening as scheduled clients and, once completed, may enter the counseling center and proceed directly to the graduate assistant office.

- Nobody will be allowed to enter the counseling center other than scheduled clients. If a client is transported to session by another person, that person must remain in their vehicle for the duration of the appointment.

- Masks or face shields are required by all staff and clients upon arrival, in the hallways, and in the waiting room. Masks should be utilized anytime the required 6 feet physical distancing requirement cannot be met. Masks are recommended at all other times.

Post-Session Guidance

- All parties should wear a mask or face shield as they are in open, public areas of the counseling center.

- Clients should exit through the doorway leading to the back hallway rather than through the waiting room.
o Counselors will not collect fees at the end of session; monthly invoices will be sent to each client.

Physical Distancing Guidance

o Guidance will be posted throughout the counseling center and building doors.
o Anyone entering the counseling center should work to maintain 6 feet of physical distance from others as best they can at all times, unless they are living in the same household.
o In order to decrease traffic in Main Hall and the counseling center, counselors will be scheduling in-person sessions during the following times: Mondays, 12:00-7:00 pm; Wednesday and Friday, 10:00-5:00. Telehealth sessions may be scheduled at any time during normal business hours. 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 or have been exposed to someone who is 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.
  o If soap and water are not readily available, use an alcohol-based hand sanitizer with at least 60% alcohol.
  o Hand sanitizer can be found at most common areas in the counseling center.
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 counseling center. Notify your counselor and contact your medical provider.
COVID-19 Notice for Visitors

- All persons entering the counseling center must wear a mask or face covering.
- All persons arriving at the counseling center must complete a wellness check upon entry.
- All persons entering the counseling center must monitor their temperature prior to entry (especially if it exceeds 100.4).
- All persons must attempt to maintain 6 feet of distance between one another at all times while in the center.

Additional Notice For Clients

- Counselors will not issue billing at the end of session, and you will receive an invoice for services at the end of each month.
- After your session has concluded, you will be shown to our center's rear exit; do not exit out of the center's entrance.
- Individuals needing crisis services must call ahead to the center and speak to our crisis counselor.
- Nobody will be allowed to enter the counseling center other than scheduled clients. If a client is transported to session by another person, that person must remain in their vehicle for the duration of the appointment.

If you have any further questions concerning our operational updates due to COVID-19, feel free to reach out to us at 1 (918) 594-8568.