



## Procedure – Health Policy

New Reflections Counseling, Inc. (NRC) asks clients and counselors to follow these guidelines and rules to promote a safe, healthy environment. NRC follows many of these precautions no matter the current level of health risk. During periods of high or extreme risk we will follow some rules more strictly.

NRC uses the following facts to interpret public health laws and orders. NRC considers itself to be an essential business because it cares for people's mental health; if mental health deteriorates, it can result in problems worse than physical health concerns. NRC is a small business, serving the public, but is only open by appointment and compared to most businesses, it has a low number of visitors per day (usually less than 20 people per day). Members of the public do not need to be in the same room for more than a few minutes at a time. Counseling services can be provided at a distance of at least 6 feet (the current recommended physical safe distance) and without more than 10 people meeting at the same time (the current maximum recommended during times of high risk). Because facial expressions help counselors provide the best care, masks will only be required when absolutely required by law for businesses like NRC.

You shouldn't consider any of these precautions as a guarantee of your safety. NRC strongly encourages anyone with concerns for their health to seek our services through alternative means such as phone or video. NRC and its clients can work together to take reasonable precautions without restrictions that interfere with providing services. Please bring up any needs or concerns with your counselor, preferably before you schedule an appointment. You can also speak with Matt Pavlik, the owner of New Reflections Counseling (937-776-7290, [mpavlik@nrcounseling.com](mailto:mpavlik@nrcounseling.com)).

### **During All Levels of Risk**

The following is true no matter the level of health risk:

1. All contact with the public is by appointment. NRC does not have staff to accommodate drop-in meetings. No one should show up at our offices without a confirmed appointment. This includes both administrative and clinical services. Most administrative services can be handled virtually by phone or email.
2. When you know you are sick, you can postpone your appointment at any time without incurring cancellation fees.
3. You can wear a mask if you choose, but you cannot demand that others wear a mask. If you choose to bring Personal Protective Equipment (PPE) into our offices, you must take it with you when you leave our offices. You cannot leave it behind or dispose of it at our offices.
4. If you are at a high risk for health issues you should use alternative services (such as phone or video).
5. If you know you are contagious with a high-risk infection, you must postpone your appointment until you are no longer contagious. Our counselors will do the same.
6. When the waiting room is full, you should wait in your car until the time of your appointment.
7. You should throw away used tissues immediately rather than setting them down or holding onto them. NRC has plenty of tissues.
8. If you use one of our pens, keep it. NRC has plenty of pens.
9. No chemical irritants or mood-altering substances (such as cigarettes, drugs, alcohol) are allowed in the building. No smoking is allowed during or immediately before your appointment. No one should enter the building under the influence of a substance that impairs their judgement, or with a strong smell on their clothing or breath that might irritate sensitive lungs. Please keep perfumes and colognes to a minimum.



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10. NRC fully cleans its offices at least weekly.
11. NRC keeps the building ventilation system circulating 100% of the time during normal business hours.

### **During Normal Risk**

The following is true during normal levels of health risk (absent high levels):

1. NRC's downstairs waiting room can accommodate about 8 people. The upstairs waiting room can accommodate 2 people. You are allowed to sit next to someone who is not in your family group.
2. Counselors and clients can shake hands.

### **During High Risk**

The following is true during high levels of health risk:

1. NRC's downstairs waiting room can accommodate a maximum of 3 family groups. The upstairs waiting room can accommodate 1 family group. You should only sit next to someone who is in your family group. The room is considered full when you cannot maintain a safe physical distance.
2. Consider bringing and using your own pen.
3. Consider filling out new client paperwork at home.
4. Arrive early for your appointment, but try to arrive no more than 10 minutes early.
5. Counselors and clients will not make physical contact and will maintain a safe physical distance at all times.
6. NRC will use a disinfectant mist which circulates in the building through the ventilation system.
7. NRC will clean surfaces more frequently than normal and whenever we become aware of a specific risk.

### **During Extreme Risk**

The following is true during extreme levels of health risk:

1. Clients with any health concerns must use alternative services (such as phone or video).
2. Appointments will be staggered and spaced apart at least 15 minutes. Clients must remain in their cars until the time of their appointment.
3. New client paperwork must be completed ahead of time.
4. NRC will clean surfaces in our offices that clients have come in contact with after every meeting.