



COVID-19 RESPONSE

Updated October 23, 2020

During this pandemic, all of us at RWPS remain committed to being a reliable support to you and providing strong continuity of care. Your health of body and soul and that of the general public are vitally important to us. We want to let you know what we are doing to protect our collective health, what you can expect when you come to our office, and how you can help us in this endeavor. First here is what we are doing:

- We are continuing to provide in-person services at our office as we believe that this is the best way for us to fulfill our mission and provide you the highest quality care, integrating the best of psychological science and the truths of the Catholic faith.
- In order to keep our office a safe place for everyone, we are taking extra precautions to prevent the spread of COVID-19. These precautions include increased cleaning and sanitation of our building, frequent sanitizing of high-touch surfaces, increased ventilation, frequent washing of hands, social distancing in our waiting area, and foregoing physical touch (e.g., handshakes).
- If any of our staff show signs of COVID-19, tests positive for COVID-19, or has recently been in close contact with someone with COVID-19, we will stay home.

We cannot do this alone, though. **We need your help.** Here's what we need you to do to help us keep our office safe for everyone:

- If you have a fever, are showing signs of COVID-19, have tested positive for COVID-19, or have recently been in close contact with someone who has tested positive for COVID-19, please do not come to the office. Rather, **notify your therapist and make alternate plans** (such as telepsychology sessions, discussed below) to continue your care.
- When you arrive at our office, please **wash your hands** with soap and water in one of our restrooms immediately. Consider washing up again after your visit.
- We ask that everyone wear a **facial covering** when in the waiting room. Whether facial coverings will be used in session is left up to the joint discretion of the therapist and patient. However, they are required in the waiting room.
- Please **use good hygiene** by covering sneezes and coughs, using the anti-viral tissues we provide as needed, and disposing of them in the wastebaskets, etc.
- Please do your best to follow **social distancing** guidelines by maintaining 6 feet of space from our staff and from other visitors in the waiting room or other common areas. Please do not crowd the front desk.

We recognize that some of our patients may be uncomfortable coming to the office for in-person services under these conditions, and for some, it may not be prudent or even possible for them to do

so. We also recognize that circumstances may arise in which we are not able to come to the office or see patients in-person. Because we strongly value **continuity of care**, we are pleased to offer **telepsychology services** as an alternative to in-person sessions.

- Telepsychology entails provide sessions over the **telephone** (audio only) or via a secure, HIPAA-compliant **video conferencing** platform (audio and video). Please talk with your therapist about these options to see if they are a suitable way to continue your therapy.
- While it is not suitable in every case, many find telepsychology to be a very workable and satisfying substitute for in-person sessions. Your therapist will explore this with you and provide guidance on determining whether and how to utilize this option.
- Please note that policies and procedures regarding scheduling and fees remain unchanged whether sessions are conducted in-person, via telephone, or via video conferencing.

Lastly, we want to encourage you to exercise good stewardship of your physical and spiritual health. We encourage you to make sure you are getting plenty of good, restorative sleep. Most adults need 7-8 hours per night. We encourage regular physical exercise. We also encourage good nutrition. Try to eat appropriate quantities of healthy, natural food while avoiding excess sugar, alcohol, caffeine, highly processed foods, and the like. Lastly, stay connected to your loved ones and nurture your relationships. We need others, and others need us!

Most importantly, we encourage you to continually strive to deepen your prayer life. Understandably, many people are experiencing increases in anxiety, anger, and/or depression right now. For some, this drives them toward addictive or other problematic behavior. However this pandemic is affecting you, we invite you to make an act of surrender any time you feel anxious, irritated, or out of control. Put the situation in God's hands and re-focus on what I can do right here, right now, rather than on what is beyond my power. Let Him take care of the rest. Try to spend the last few moments of each day exercising gratitude by prayerfully reflecting on the many blessings of the day.

All of us at RWPS are grateful for you and the opportunity to serve you. We are praying for you and your loved ones, and we ask for your prayers as well. We look forward to continuing this journey with you. If you have any questions or concerns, please do not hesitate to give us a call at 513-407-8878.