

Update Regarding COVID-19

If you are reading this statement, you are likely either a current client or a prospective client at Papillon Behavioral Health. We at Papillon would like to take this opportunity to thank you for choosing us to walk alongside of you in working through whatever is causing you problems or distress. We greatly value you and feel privileged to work with you.

We hold the health and safety of our clients, staff, and providers with the utmost importance. We certainly understand the concerns regarding the novel coronavirus (COVID-19), and we share in many of these concerns. **Starting on May 4, 2020, our providers are able to individually choose whether they want to be available for in-person sessions.** Some of our providers are electing to be available for in-person or telehealth appointments according to your preference, and some are choosing to continue telehealth only at this time. Your provider will likely discuss your options with you during your appointment, but please feel free to ask your provider about your options at your next appointment. **For new clients, our office administrator Kelley will be able to discuss your treatment options with you.** We aim to do our part in protecting your health and are taking additional precautions to keep a clean and safe environment. Should your provider experience symptoms, they will self-quarantine and we will notify you immediately.

Our goal is to reduce the chances of spreading this highly contagious illness, and we believe this will require a team approach. We aim to keep our community healthy by working together.

How you can help:

- 1) If you are feeling sick, please don't come to an in-person session. We ask that you cancel if you feel sick, have a sore throat, cough, fever, or shortness of breath. If you have a fever, we'd ask that you do not come to the office until your temperature has stayed below 100.4 degrees for at least 24 hours (without the help of fever-reducing or other symptom-altering medicine). This request is in accordance with CDC recommendations. Arrangements for video or phone sessions can be made in this scenario.
- 2) If you travel abroad (or any areas within the US that were deemed at-risk for local transmission), please inform us before your session, so that we can make a decision about meeting in-person or using alternative options for two weeks.
- 3) Some general hygiene notes:
 - a. We will refrain from handshakes, hugs, or other contact for the duration of the outbreak.
 - b. Please cover your mouth and nose, preferably with your sleeve or a tissue, when you sneeze or cough.
 - c. Please wash your hands with regularity and before you come into the office.
- 4) Our cancellation policy will be waived during this time, as long as you call before your scheduled appointment to notify us of your decision to stay home.

Please feel free to reach out with any questions or thoughts regarding the above information. Please understand that we are experiencing a higher than normal call volume at this time, but we are working to do our part during this unique and challenging time.

Sincerely,

A handwritten signature in black ink, appearing to read "Nick Porta". The signature is stylized with a large, circular flourish at the end.

Nick Porta, Psy.D.
Owner of Papillon Behavioral Health