



March 17, 2020

Dear Families,

I know how overwhelmed everyone is with all of the rapid changes we are experiencing right now. Everybody is caught in survival mode. I know we will get through this. I'm writing to let you know how Unlimited Potential is able to help you through continuity of care for your family and flexible means to provide that care.

**In-person sessions** are still being conducted; however, this may vary based on clinician. If your clinician is moving exclusively to online video sessions, they will be reaching out to you to arrange that. (Information about online sessions is included later in this letter.) In order to mitigate contact during sessions, we will be implementing the following steps at the office:

- Sessions beginning as soon as this week (and no later than next Monday, 3/23) will be scheduled in 75-minute increments. This buffer of 15-minutes between sessions will give clinicians time to clean surfaces. It will also minimize contact between clients who are arriving and leaving.
- We ask that you do not arrive early for your session to wait in the waiting room. If you arrive early, please wait in your car until your appointment time. Your clinician will meet you in the waiting room and take you directly to the therapy room.
- Parents will be asked to wait in their cars (instead of in the office) while their children are in sessions. Again, we are working to provide as much social distancing as possible in the office by limiting the number of people who are here.
- The check-in iPad will be removed from the waiting area. Your clinician will meet you in the waiting room when you arrive.

**Online video counseling** is an option for those who prefer to stay at home but would like to continue their counseling sessions.

- Online video counseling is a viable option for most of our clients. You and your counselor should touch base to determine whether this is appropriate for you or your child.
- Prior to beginning online counseling, you will be sent an informed consent form to read and sign. This will be sent through the Theranest client portal and must be received prior to beginning online counseling.
- Online video counseling will be conducted via HIPAA-compliant Zoom video conferencing. When you and your counselor decide to use online counseling, you will receive an emailed link to access the meeting at the time of the session. If you've never used Zoom before, the first time you login, you will be prompted to download a plugin for Zoom. This takes only about one minute (or less) to complete.

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- Technology needs for online counseling are a smartphone or computer, internet access, and a webcam/microphone. Headphones are helpful, but not required; they help with confidentiality and reducing environmental noises.
- If your child is engaging in video counseling, your clinician will likely ask you about what materials you may have at home (like markers, paper, or scissors) that can be made available to utilize during the session. We've rapidly learned about the many ways to implement counseling interventions with younger clients through online video counseling!
- If you are concerned about privacy for a counseling session in your own home (for example, you don't want your children to overhear your counseling session), cars make a quiet and private environment for a counseling session, whether you sit in the garage or drive to a park.
- If your child is too young for an online session, the session could be utilized as a parent session to help you find strategies to support your son or daughter at home.
- If you utilize insurance for your sessions, you may continue to do so for online video counseling.

On a personal note, I just want to thank each of you for trusting us to help your family through the difficult times you've weathered in the past and to get through the things we're experiencing now. Working with my clients helps me feel connected to the world and gives me hope that together we can support each other to get through this. Thank you for giving the staff at UPSTL and me that sense of purpose.

In health and hand sanitizer,



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