

Protocol for Infection Control – Community Based Mental Health Services and In Office Services

What Improving Outcomes asks of its staff during the pandemic:

1. Call in sick if you have flu like symptoms or fever, and stay home
2. Wash your hands with soap and water/or use santized before and after each appointment and frequently throughout the day
3. Disinfect all devices – phones, laptops, tablets
4. Practice Social Distancing – keep an arm’s length from others, no hugs, no handshakes. Keeping a 6 foot distance is a best practice!
5. Ask clients to wash their hands before a session
6. Use a tissue or your sleeve to open doors pr pick up objects
7. Wash toys or other items used in therapy/counseling sessions before and between sessions.
8. IN OUR OFFICE:
 - Office manager and staff use disinfectant to wipe doorknobs, light switches, hand rails, counter tops, sinks a minimum of three times per day
 - Staff uses a tissue or sleeve to open doors
 - Washing our hands regularly
 - Cleaning toys and art supplies after each use with soap and water or disinfectant
 - Not using toys or other items that cannot be thoroughly and completely washed or sprayed with disinfectant
 - Practicing Social Distancing – keeping an arm’s length, and preferably two, from each other
 - Provide friendly reminders to each other about being diligent with the procefures

What Improving Outcomes Asks of Its Families and Clients:

1. Call our office (703.533.1996) or your provider if you or a family member has flu like symptoms or a fever
 - 2. If you become ill, or your child/youth becomes ill, please call your provider and arrange a phone contact schedule for regular check-ups and crisis support!**
- If you cannot reach your provider, call:
- Office 703.533.1996**
Aaron Hoper, MA, Program Director 571.332.9117
Cheryl Wietz, LCSW. Clinical Director 571.232.8685
3. Please have family members wash their hands with soap and water when your provider comes to your house
 4. Please use a disinfectant to wipe any personal device used in service – phone, tablet, computer
 5. Cooperate with Social Distancing – Everyone staying in their bubble!
 - 6. Please be patient if we nag!!**

We want everyone to get through this challenging time safely!