



## **Coronavirus (COVID-19) Preparedness Plan**

On March 11, 2020, Governor Doug Ducey declared a state of emergency to combat the continued spread of the coronavirus in the state of Arizona. Our top priority is the health and safety of our clients, staff, and fellow community members. To help prevent the spread of the coronavirus, we will be following recommendations from the Centers for Disease Control and Prevention (CDC) and the Arizona Department of Health Services (ADHS):

- Asking clients and staff to stay home if they or a member of their household are sick
- Implementing visitor screenings for signs of illness (fever, cough, shortness of breath)
- Clients displaying signs of illness will be rescheduled
- Avoiding physical contact including handshaking
- Disinfecting surfaces like doorknobs, tables, and desks regularly
- Encouraging the use of telehealth, especially for those who are high risk (older adults and people with chronic medical conditions e.g., heart disease, diabetes, lung disease, etc.)

If you or a member of your household have signs of illness, call a medical office for advice and to schedule an appointment. Calling ahead will help the staff take steps to keep others from getting exposed or infected. Call 911 if you have a medical emergency.

If you have an in-office session scheduled, and you or a member of your household have signs of illness, please call (602) 567-0263 as soon as possible and at least 24 hours before your appointment to cancel or reschedule. To help our clients support their health, and the health of others, we will waive the late cancellation fee if documentation of medical care is provided (doctor's note or receipt from a medical facility) or the appointment is reschedule to a telehealth session.

Telehealth is covered by most insurance plans. Many plans that do not cover telehealth are making exceptions due to the coronavirus. If you have questions about if your plan covers telehealth, please contact your plan.

We understand that health outbreaks not only pose a risk to people's physical health but can also contribute to behavioral and mental health challenges including anxiety and depression. We remain committed to providing high quality counseling and therapy services to help our clients achieve personal, professional, and relationship goals, and to supporting our clients' behavioral and mental health needs during this state of emergency.

Sincerely,  
The Achieve Team

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