

Policies

Employee Illness Policy & Protocol

We hope to empower clinicians to make the best decisions for themselves, particularly regarding their health. We also strive for clients to feel safe and cared for. To that end, the following outlines Four Points' policy and protocol for instances of employee illness.

General Illness

If you feel unwell, please assess your ability to be present with clients. If your ability to be present feels compromised, regardless of the specific illness, please contact clients to cancel appointments.

Therapists are responsible for canceling clients. If you have a *true emergency*, staff can assist with cancellations. Fortunately, therapists seldom need this administrative support.

Please keep in mind:

- ❖ Timeline: Contact clients right away.
- ❖ New clients: Please give special care to intakes so we may preserve the relationship. Your wellbeing is our highest priority *and* it's a delicate balance to avoid wounding a client just stepping in the door!
- ❖ Contact method: Contact via phone call or text. These methods are ideal for schedule issues (please check for consent to electronic communication). Email is unlikely to be received quickly enough.
- ❖ Information: Please be thoughtful about what you share; clients can worry about their therapist.
- ❖ Notify: Please let your director know you'll be out. In the case of short notice cancellations, this lets us know to watch for any clients who missed the message about canceling their appointment and show up at the office.
- ❖ Plan: Let clients know what to expect. Share one of the following to avoid the client guessing about next steps.
 - a. Tell the client the approximate date/timeframe you anticipate the ability to reschedule their appointment.
 - b. Schedule the next appointment at the same time you notify the client of needing to cancel.
 - c. Confirm that you will see the client at their next regularly scheduled appointment.

Ex: "I'm reaching out to let you know that unfortunately I need to reschedule our session today. I apologize for the very short notice. Please let me know if you'd like to meet before our next scheduled session, otherwise I'll plan to see you at our usual time next week."

COVID-19

The general illness protocol applies to all types of illness, which includes COVID-19. Please note the following information is in addition to that which is outlined in the previous section.

If you test positive for COVID-19, please stay home for the time period currently recommended by the Centers for Disease Control and Prevention (CDC). If you feel unwell at the end of the time period, please continue to stay home. If you believe you have been exposed to COVID-19, you are encouraged to consult current CDC guidelines or the Colorado Department of Public Health for guidance regarding exposure.