

**Standard Operating Procedures for Counseling and Psychological Services
August 2021**

I. Purpose

The purpose of this document (“SOP”) is to establish safety procedures and a preparedness and response plan for the EMU Counseling and Psychological Services (CAPS) clinic (hereafter referred to as the CAPS clinic). This document is intended to augment the Eastern Michigan University Covid-19 Preparedness, Response, and Safe Return to Campus Plan for Clinics (“Clinic Plan”). Nothing in this document supersedes or overrides the Clinic Plan.

II. Scope and Application

This SOP applies to all employees, trainees, contractors, and students who conduct work at the CAPS clinic. This SOP also applies to clinic visitors to the clinic, including but not limited to clients or patrons.

III. Implementation

A. Publication and notification

This SOP will be shared as follows:

1. This SOP will be emailed to all clinic staff and trainees
2. This SOP will be available onsite at the clinic.
3. Relevant information from this SOP, including all expectations, will be sent to all clients in advance of their visit.

B. Supervision

The CAPS clinic director, Dr. Lisa Lauterbach, is responsible for the implementation, monitoring and reporting under this SOP.

C. Training

All individuals engaged in activities covered by this SOP must complete an online training that is offered through the University’s Bridge training system.

IV. Policies and Procedures

- A. All individuals entering the CAPS clinic must complete the EMU Daily COVID Pass Screening

<https://covid.emich.edu/redcap/surveys/?s=8CLTHWK8EY> . Clients must show their daily clearance form to reception staff for each visit to the clinic.

- B. The CAPS clinic will follow the face covering requirements that are in place for instructional classrooms. The clinic director will post signs instructing clients/patrons to wear an EMU approved face covering and maintain physical distancing when inside the building.
- C. Clinicians are responsible for enforcing the current mask mandates in the treatment rooms.
- D. The number of in-person appointments will be limited and appointment times will be staggered to reduce the number of individuals in the CAPS waiting room. Waiting room furniture will be labeled “do not use” as needed to maintain EMU’s physical distancing policy for clinics.
- E. Telehealth services will be provided as an option whenever possible.
- F. All clients, regardless of vaccination status, will be informed that they must wear a mask covering their nose and mouth in all areas of the CAPS clinic including the treatment room. There are no exceptions to this policy. Those not wanting to mask during treatment will be offered telehealth services (or referrals to the community).
- G. The clinic director shall obtain hand sanitizer through the PPE supply order form. Hand sanitizer will be made available at the following client entrances:
 - 1. Inside the front vestibule
 - 2. At the reception desk and in the waiting room
 - 3. Small bottles will be accessible in each room used by clients.
- H. The clinic director shall obtain Clorox or similar cleaning wipes for use in all offices and spaces. Each clinic staff member, student employee and trainee will be provided disinfectant supplies and are required to clean and disinfect rooms between patients/clients as appropriate.
- I. The clinic director shall obtain face coverings through the PPE supply order form. All clients will be expected to enter through the Front Door, so masks will be made available at that location. Staff who greet the client will provide a mask if the client/patron is not already wearing one.
- J. The following PPE will be provided:
 - 1. Masks will be made available for all employees, trainees and student workers and clients.
 - 2. Plexiglass barriers were installed on August 6, 2021 at the CAPS reception desk.

- K. Employees, students, and other trainees who test positive for COVID-19 shall notify the CAPS director that they are ill and complete EMU's online COVID Report Form
<https://docs.google.com/forms/d/e/1FAIpQLSe0MSbLFpTDQhv-J6f7H2wm-hXCqa8AjHP-NzQ6glEPPFb5Zw/viewform> .
- L. In the event that a staff member, trainee or student employee has a suspected or confirmed case of COVID-19, the Clinic Director will
1. Contact the Assistant Vice President for Academic & Student Affairs and Dean of Students for specific instructions
 2. Contact Dieter Otto of the Physical Plant for thorough cleaning and disinfecting of the space.
- M. No in-person accommodations will be made for highly vulnerable clients. Such individuals will be served by telehealth only or referred to the community for services.
- N. The following contactless procedures will be used:
1. Contactless payment for psychiatry appointments can be made online.
 2. Clients will complete intake paperwork online prior to coming to the clinic. Clients who come for an emergency session will be allowed to complete paperwork at a computer kiosk in the CAPS waiting room. The kiosk will be thoroughly wiped down between uses.
- O. The Director of Environmental Health and Safety reviewed the clinic space on August 5, 2021 and gave approval to reopen. Signage has been ordered as needed for clinic spaces.

Submitted by: _____ Date: _____
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