

June 23, 2020

Aloha Parents/Guardians and Children,

Due to Covid-19 and the Stay at home orders by Governor Ige and as directed by the CDC, I want to inform you of the some of the changes I have implemented to keep everyone healthy and safe during this time if you choose to come to my office for therapy sessions . As an “essential worker” I can provide psychotherapy services to my clients and families in person if you feel comfortable doing so and my office is open on a pre-scheduled basis only. Prescheduled appointments are prearranged through Simple Practice via my website Pacific Rim Play Therapy LLC “Request Appointment” tab) or by calling me or texting me at 808-722-7045. New referrals are welcome and in-person appointments are provided based on priority of need. Priority of need include 1. Crisis or safety issues, 2. Court ordered cases, or 3. Levels of Distress. If it is not an urgent matter, then appointments can be provided via TeleHealth.

If you choose to come to the office, I have developed a “Informed Consent for In Person Services during Covid-19 Pandemic” as agreements to keep everyone safe while in my office. A copy is enclosed for you to sign and return to me if you agree to abide by these guidelines while seeing me in person. This is also available on Simple Practice Portal.

If you choose not to come to my office for services, I am available via Telehealth using HMSA, Zoom, Google Meets or WebEX Cisco for individual therapy and consultations or new client intakes. By using Telehealth there may be some risks using technology and security if there are data breaches by using these 3rd party platforms for therapy. At all possible, I will use unique log in meeting numbers and passwords when we do Telehealth sessions and contact you via my email at Pacrimplaytherapy@yahoo.com with the appropriate links for the sessions log in. In addition since I cannot see you in person I will waiver all the copay for your sessions and provide a refund during this Covid-19 season for Telehealth sessions by credit card you have provided in Simple Practice. The refunds may take up to 7-10 business days or more. If you do not use Simple Practice I will mail you a refund via check and postal mail. Any payments for services to Pacific Rim Play therapy will be by Check which can be mailed to my office 1188 Bishop Street, Suite 2401, Honolulu HI 96813. Cash will no longer be exchanged in my office during the pandemic.

Telephone/Non-Contact Pre-Screening will be started for each appointment where I will contact you (via phone, text or email) to confirm you are symptom free or have no contact with active Covid-19 persons or have traveled.

I will also implement Screening upon Arrival to the office. I will use a short questionnaire with yes/no questions and when you arrive at the office you will need to sign the Pre-Screening form as well as take your temperature (adults and child/family members) before you enter my waiting room.

Protective Equipment (PPE) is provided for you to use free of charge. Disposable masks and gloves are in a pouch outside my door for you to use. Masks are required to enter my office. If you have an issue about wearing a mask due to a medical condition or the age of your child, please inform me. Extra supplies are in the waiting room as well (Hand sanitizer, masks, alcohol wipes).

The office waiting room has been rearranged with minimal materials as well as furniture that can be cleaned. At this time, I would ask that you or your children not bring outside items such as books/toys /stuffed animals

to the office. You can bring an electronic device and I have alcohol wipes for you to use to wipe down your devices (phone, iPad, tablets). Many clients may have various allergies so I would recommend that you avoid bringing items that contain peanuts, tree nuts, or perfume. You can bring water or a beverage or a snack. As usual water/coffee/tea are available.

If you have a service or emotional support/therapy animal please call me to make prearrangements before you bring your animal to the office so I can allow time for your animal to exit the office before anyone may arrive. It is preferable that your service animal be leashed or contained while in my office. If you need accommodations according to the American with Disabilities Act or Section 504 Rehabilitation Act please let me know and I will make reasonable accommodations.

Covid-19 signs and symptoms are posted outside my office as well as inside along with Hand Washing instructions in the restroom. Social Distancing shall be practiced while in the office of 6 feet. I will stagger my appointments so Person-to-Person contact is unlikely for persons entering and exiting my office.

If you have Covid-19 or suspect you or a family member please inform me immediately. Likewise, if I suspect that I have been exposed to Covid-19 I will do so as well. To safeguard everyone, if necessary, I will follow the CDC guidelines for Reporting covid-19 to the Local Health Department and follow any procedures that I am directed to do.

I have enclosed information about office cleaning practices which is also available on Simple Practice and my website. Items in my playroom that cannot be cleaned, wiped or sprayed with 70% alcohol have been put in storage. All items in my playroom have been cleaned with a cleaner that kills 99% of germs as well as sprayed with 70% alcohol. Each time a toy is used it will be placed in a separate bin to be disinfected after each play therapy session before it is returned to the shelf. I will do my best to avoid the spread of Covid-19 as much as possible.

Office practices and Information is subject to change depending on the ever-changing nature of Covid-19 and the current guidelines put out by the State of Hawaii.

If you have any questions, please email or call me.

Looking forward to serving you as your Therapist!

Be safe, Be healthy, and Be careful.

Mahalo.

Elizabeth Kong MA MFT, RPT-S, SP

Enclosed:

In person informed Consent Form

Office Safety procedures

Return Envelope to Mail In Person Consent Form