



## Listening Room Therapy

Stacy Delgado-Willis, LMFT

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### Updated Practice Policies regarding COVID-19

Dear Clients,

I hope this email finds you well. I am sending this information out to all of my clients. Based on public health recommendations for social distancing, my practice will be moving to phone sessions or online video sessions immediately for as many clients as possible, to ensure you continue to have access to care, and that you don't have to be concerned about possible exposure in waiting areas, offices, etc. Please know that the decision to limit office availability was not an easy one to make. Your safety and well-being is my greatest focus.

If circumstances absolutely prevent you from accessing telehealth services, we may be able to make arrangements to continue in-person meetings. I am taking the utmost care to minimize risks of unnecessary exposure. Precautions taken include:

- Handwash/soap is available in all bathrooms.
- I will be washing my hands thoroughly between each session.
- I will be refraining from direct contact, including shaking hands.
- High frequency touch areas such as door handles will be cleaned between each session.
- Tissues are available in the therapy room.

To protect the health of all visitors, I ask the following:

- I request that you wash your hands thoroughly upon arrival.
- I request that you do not visit the office for at least 14 days if you have returned from countries with outbreaks listed here: <https://www.cdc.gov/coronavirus/2019-ncov/travelers/index.html> even if you do not have any symptoms.
- I request that you do not attend your appointment if you are unwell with any cold, cough or 'flu like' symptoms. If you do attend with any such symptoms, you may be asked to return home.
- If you are experiencing mild symptoms but would like to still attend, I will use reasonable efforts to offer the appointment via Telehealth.

Additionally, I will continue to temporarily waive my late cancellation fee for those who are ill and try my best to reschedule any missed appointments. I trust that late cancellations will be based on the 'honor system' and that if you are not ill, you will continue to provide me with at least 48 hours' notice for cancellations.



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Here's what you can expect from me over the next few days:

- Availability for Telehealth session times outside my normal hours of operation.
- Consent and Emergency Contact forms to be reviewed and signed in order to utilize Telehealth services (if applicable).
- An individualized link to your scheduled Telehealth session (if applicable).
- Availability to answer your questions and concerns, including the option for a personal phone call to discuss your Telehealth options and coordinate a personalized care plan for accessing remote services.

I know this might be a time of increased anxiety or stress for you, so I recommend keeping your appointments, and if needed, please reach out for additional sessions if you are having a hard time managing it on your own. Your care is of the utmost importance to me and I am trying my best to prevent any disruptions to your treatment.

Please reply to let me know if you prefer a phone call or video at your next session. If you prefer the phone, please give me the phone number you want me to call you at the time of our session. If you prefer video, please confirm the email address you would like the link sent to. I currently use the Simple Practice platform for video; it's free and easy to use, and if needed, I can walk you through how to use it. If you have any concerns about your ability to participate in remote services (unreliable internet or phone service, lack of privacy, etc.) please contact me for a consultation so that we can determine the best care plan that will work for you.

I hope this has been helpful to you. Please take care of yourselves and your loved ones during this difficult time and know that I am grateful for each and every one of you and am looking forward to speaking with you soon!

All my best,

**Stacy Delgado-Willis, LMFT**  
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