

COUNSELORS OF TEXAS
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Counselors of Texas Business Continuity Statement,

Our number one priority is the safety of our people and our clients. Safety has long been a part of our culture and is guiding our decisions through the current Coronavirus (COVID-19) pandemic. We remain committed to providing a safe and resilient place for our clients.

**** We are offering phone and telehealth appointments to those in need or interested during this time ****

Counselors of Texas is uniquely prepared to serve you and continue operations during the Coronavirus (COVID-19) pandemic. With cleaned individual offices for each therapists, one person per hallway/walkway, hourly cleanliness procedures and 6ft spacing requirements in the waiting room we are more than prepared to provide our clients with a safe environment.

Counselors of Texas is prepared should the growing outbreak of the Coronavirus (COVID-19) challenge our ability to fulfill service needs of our clients. Examples of actions we can take include:

- During any disruption, calls are immediately re-routed to one of three locations and two offsite office personnel with integrated phone systems.
- Information Technology has workload transfer plans in place that can be implemented as needed. Equipment and data storage/backups are designed to prevent or minimize disruption during crisis.
- All Offices have contingency plans in place, including workload transfers to other locations, remote work from home capabilities and assignment sharing.

Counselors of Texas also has procedures and reporting in place to evaluate local situations, and will implement coverage policy modifications as needed to respond to our client needs. Our continuity is founded in the health and safety of our people. The number one priority has been, and will continue to be, to educate our employees and firmly set in place precautions and safety procedures.

Primary Objectives of Pandemic Preparedness

- Maintain a safe workplace and reduce the risk of exposure
- Communicate best practices to reduce transmission of communicable diseases
- Continue the performance of essential functions/operations

Counselors of Texas COVID-19 Strategy

- Reducing or mitigating disruption to operations
- Designate alternate facilities or support resources to continue performance of essential functions
- Protecting essential facilities, equipment and service capabilities
- Achieving a timely and orderly recovery from a pandemic situation
- Maintaining essential functions to both internal and external clients/therapists

Required Employee Guidelines

- Follow general hygiene measures and safe food practices.
- Stay home when you are sick.
- Wash your hands frequently with warm, soapy water for at least 20 seconds.
- Cover your mouth with tissues whenever you sneeze, and discard used tissues in the trash.
- Avoid people who are sick with respiratory symptoms.
- Carry hand sanitizer for use when soap and water are not readily available.
- Follow any specific local health authority guidelines in your location.

Actions Complete at all Locations

- Enhance the cleaning of our offices and workspaces.
- Remote work/work-from-home status for employees has been made available.
- Restrict all visitation from outsiders at our facilities.
- Use sanitizing protocols for all persons entering and leaving facilities

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