



OKLAHOMA STATE UNIVERSITY-TULSA
**AL CARLOZZI CENTER
FOR COUNSELING**

Welcome to the Al Carlozzi Center for Counseling!

The following set of protocols were developed to best ensure the safety and peace of mind of everyone involved while conducting and participating in counseling services at the Al Carlozzi Center for Counseling on the OSU-Tulsa campus. We will resume in-person counseling and supervision in a phased approach with limited hours beginning August 17.

Note that if you do not feel safe or comfortable coming into the counseling center for in-person sessions, teletherapy will continue to be utilized. Additionally, if you are a member of a vulnerable group as established by the CDC, we recommend you take proper precautions and use your own discretion regarding returning to in-person services. Please let your counselor know if you would like to continue or begin utilizing teletherapy services. If you are in need of accommodations due to a disability, please let your counselor know.

If you have any questions please direct all communication to the director, Dr. Sarah Johnson, at (918) 594-8585. Lastly, please note that as we gain new information and guidance from the University or other governing bodies, these policies are subject to change. Please be ready to adapt and make changes as needed. Thank you!

What Clients Should Do to Keep Everyone Safe

Pre-Session/ Entry to the Counseling Center Guidance

- Every person entering the counseling center (e.g., staff members, clients, faculty) must complete a Wellness Check Survey at the beginning of each visit. The survey consists of the following questions:
 1. Have you traveled domestically in the last 14 days?
 2. Have you been on a cruise in the last 14 days?
 3. Have you traveled anywhere internationally in the last 14 days?
 4. Have you been in close contact with someone who has been on a cruise or traveled internationally and that person is sick?
 5. Are you experiencing shortness of breath, fever, and/or cough?
 6. When you checked your temperature today, was it 100.4 degrees or higher?
 7. Have you come into contact with someone who tested positive for COVID-19?
- Any clients who answer 'Yes' to questions will be directed to their personal healthcare provider to be cleared before they can return for in-person services. Teletherapy services can be provided via the HIPPA compliant Zoom platform as an alternative.
- Clients should arrive 10 minutes prior to their scheduled session start time. When clients arrive, they should call the counseling center at (918) 594-8568. A member of the staff will complete a Wellness Check Survey over the phone and, if the client is determined to be eligible for services that day, their counselor will be notified of their arrival. Clients should remain in their vehicle until the time of their appointment. Counselors will greet clients in the waiting room at the time of their session.
- Clients will not complete symptom inventories or other paperwork on waiting room computers. All relevant paperwork will be emailed to clients prior to their session via HIPPA compliant email platform; completed paperwork can be returned in the same manner.
- Individuals needing to come to the counseling center for a crisis session must call ahead to the crisis counselor. These individuals will receive the same screening as scheduled clients and, once completed, may enter the counseling center and proceed directly to the graduate assistant office.
- Nobody will be allowed to enter the counseling center other than scheduled clients. If a client is transported to session by another person, that person must remain in their vehicle for the duration of the appointment.
- Masks or face shields are required by all staff and clients upon arrival, in the hallways, and in the waiting room. Masks should be utilized anytime the required 6 feet physical distancing requirement cannot be met. Masks are recommended at all other times.

Post-Session Guidance

- All parties should wear a mask or face shield as they are in open, public areas of the counseling center.
- Clients should exit through the doorway leading to the back hallway rather than through the waiting room.
- Counselors will not collect fees at the end of session; monthly invoices will be sent to each client.

Physical Distancing Guidance

- Guidance will be posted throughout the counseling center and building doors.
- Anyone entering the counseling center should work to maintain 6 feet of physical distance from others as best they can at all times, unless they are living in the same household.
- In order to decrease traffic in Main Hall and the counseling center, counselors will be scheduling in-person sessions during the following times: Mondays, 12:00-7:00 pm; Wednesday and Friday, 10:00-5:00. Telehealth sessions may be scheduled at any time during normal business hours. Please note that sessions may not be scheduled at the top of the hour as they traditionally have been.

Personal Safety/ Hygiene Guidance

- Please stay home if you are sick or have been exposed to someone who is sick.
- Treat every surface as if it is infected.
- Avoid close contact with people who are sick.
- Avoid sharing food, cups, utensils, or other items.
- Treat all bodily fluids as potentially infectious.
- Avoid touching your eyes, nose, and mouth.
- When able, avoid touching surfaces in common areas (door handles, hand railings, etc.).
- Cough into your upper sleeve/elbow or cover your cough/sneeze with a tissue; then, throw the tissue in the trash.
- Wash your hands often with soap and water for at least 20 seconds, especially after going to the bathroom, before eating, and after blowing your nose, coughing, or sneezing.
 - If soap and water are not readily available, use an alcohol-based hand sanitizer with at least 60% alcohol.
 - Hand sanitizer can be found at most common areas in the counseling center.
- If you feel sick, have any symptoms of illness, or have been around anyone else who is sick, please do not come to the counseling center. Notify your counselor and contact your medical provider.