



Office Policy Re: COVID-19

The office of Bloom Wellness (Magnolia Counseling Center & Services, LLC) will adhere to the following protocols and procedures when dealing with staff, clients, or possible or actual exposure to COVID-19.

IN PERSON Sessions:

If you or someone you live with is feeling exhibiting symptoms, we ask that you do not come into the office for in-person appointments. Please call the office or notify your therapist that you potentially are exhibiting symptoms of COVID-19. Your session can be held at your scheduled appointment time but will be conducted online via our HIPAA-compliant Zoom software or can be rescheduled for a later date if you prefer.

Symptoms of concern include:

- Fever
- Cough
- Chills
- Difficulty breathing
- Fatigue
- Headache
- New loss of taste or smell
- Nausea or vomiting
- Diarrhea

Exposure or Possible Exposure to COVID-19:

If you have knowingly been exposed to someone **in the last 10 days** that has tested positive OR is actively displaying symptoms of COVID-19 (even if

they are waiting on test results), we ask that you do not come into the office for an in person session. Please call the office or contact your therapist to have your session conducted through our online HIPAA-compliant software or you can reschedule your appointment for a later date if you prefer.

If you have close contact or live with someone who has a suspected or confirmed case of COVID-19, then we ask that you do not come to the office for in person sessions for **at least 14 days**.

If you or your child is currently quarantined from school due to possible exposure, please do not come to the office for an in person appointment. Even if you or your child is displaying no symptoms, we still will adhere to the CDC guidelines of a 10-day quarantine in order to avoid any possible risk to others. If you have an appointment scheduled, please contact our office or notify your therapist that you will not be able to attend in person. We are happy to conduct your session through our online HIPAA-compliant software so that you do not have to miss your therapy session. If you do not want to participate in an online session, we can reschedule your appointment for a later date once the appropriate time frame has passed.

Use of Waiting Room and Public Access to Office:

Please be mindful that to decrease risk to our clients, therapists, and families, we are not utilizing the waiting room at this time. With this in mind, we ask that you wait in your car until the time of your appointment. If you need to come into the building for any reason prior to your appointment time, please wear a mask. If you do not have one then we can provide you with one.

Please be aware that our office door remains locked during the day. When you arrive at the office please ring the doorbell and your therapist will come and let you in to our office at the time of your scheduled appointment.



We realize that there are varying levels of concern, cooperation with mask mandates, and risk to health. We also understand that for some, an online Zoom therapy session is not a preferred format for therapy. We respect all of our clients' right to their opinion on COVID-19, but we do ask that you respect our boundaries in regards to the safety guidelines as stated above.

If you have any concerns or questions regarding our policy, please feel free to contact the owner of the practice, Jessi Robertson, MS, LMFT. She can be reached (228)382-3107 ext. 3 or by email at jessi@bloom4wellness.com.