

Starobin Counseling, LLC

Caron Starobin, LCSW-C
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(301) 417-5979

April 1, 2020

Dear Starobin Counseling Current and Potential Clients:

Starobin Counseling, LLC places the safety, health and mental and emotional well being of clients and families as the number one priority. I continue to monitor closely the Centers for Disease Control (CDC), the World Health Organization (WHO), and government agencies to stay on top of the evolving situation of the novel coronavirus (COVID-19). All 50 states have reported cases of COVID-19 to the CDC.

In response to Governor Hogan's Stay At Home Order for Maryland starting the evening of March 30th, Starobin Counseling, LLC will continue to offer Telehealth Counseling Services for all clients and will continue to do so until there are reliable indicators demonstrating that it is safe to end social distancing and resume routine community interactions. I want to reassure you that Starobin Counseling, LLC is available and equipped to provide the highest quality counseling services during this unsettling time and I'm looking forward to returning to in-person sessions as soon as possible.

Starobin Counseling, LLC has a HIPPA Compliant Telehealth (video) format with SimplePractice that is available and easy to use. This is how Telehealth will work for you:

- **Please sign the Informed Consent for Telehealth Communication as soon as possible. I share this Consent Form with all clients through the Client Portal. Please let me know if you have any questions.**
 - All of your scheduled appointments will be converted to Telehealth appointments on my SimplePractice system and you will be able to view your appointments in the Client Portal.
 - You need ONE of the following to participate in Telehealth appointments:
 - 1) Desktop computer with a webcam and speakers
 - 2) Laptop computer with built-in webcam and speakers
 - 3) Tablet device with built-in webcam and speakers
 - 4) Smartphone (to use a smartphone, you must first download Telehealth by SimplePractice, available for iOS or Android in the app store).
 - You will receive an email or text appointment reminder with a link to join the Starobin Counseling Telehealth appointments on your advance reminder emails and texts and about 10 minutes before your actual appointment. If for some reason you don't receive a link, simply message me in the secure client portal or text me at 301-417-5979 and I'll resend it.
 - At the time of your appointment simply click on the link to join the Telehealth appointment, and follow the prompts to enter your name and join the call. I should be on screen, ready for your appointment at the top of the hour. However, if you join the Telehealth appointment and you don't see me there, you'll see a note that you are waiting for another participant to join. I will be there shortly if I'm finishing an appointment with a previous client.
 - Please look for the **ClientPortal-Telehealth-Guide for Clients** in your Client Portal to give you a comprehensive guide for using Telehealth with SimplePractice and answer any questions you may have.
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Regarding groups, I am facilitating the Parents Together Program and the MoCo PEERS® Program using Zoom Video Meetings at this time. Members of those groups have been or will be informed of the process and procedures for participating in the Zoom Video Meetings.

If you have specific questions about COVID-19, how to get tested, and precautions to take to minimize risk of infection, please go to <https://www.cdc.gov/coronavirus/2019-ncov/index.html>. If you'd like to learn more information about State of Maryland recommendations for seeking testing or guidance related to COVID-19 please to <https://phpa.health.maryland.gov/Pages/Novel-coronavirus.aspx>.

Please know I'm sharing this letter to offer a responsibly cautious response to the situation at hand. I'm readily available as always to provide the highest quality counseling services to you and to support you in your own process of managing whatever feelings this evolving situation raises for you and your family. Please get in touch if you have questions.

All my best,

Caron Starobin, LCSW-C

Caron Starobin, LCSW-C
Owner, Starobin Counseling, LLC

TIPS ABOUT PREVENTION MEASURES:

During this time when so much is out of our control, it's empowering to remember that we can make a positive difference by doing what is possible to prevent the spread of coronavirus and other illnesses. Simple measures such as using proper hand washing methods, covering one's cough or sneeze with your elbow, avoiding touching one's face, and staying home when feeling sick are effective and essential ways to keep everyone safe and healthy. In addition, social distancing and using alternatives to face-to-face visits are recommended methods by the CDC, particularly for businesses and health care providers who have frequent face-to-face contact with consumers.