



## **Pono Roots COVID 19 Policies**

Updated September 2021

*Your health, mental and physical, is important to us and to our community. At Pono Roots and A Family Tree, we follow the rules, regulations, and guidelines provided by the authorities and experts; The Centers for Disease Control (CDC); the City and County of Honolulu, and the State of Hawai'i Department of Health. For our counseling practice, we refer to our professional organizations such as the AAMFT, the NASW, etc.*

### **Our Physical Pono Roots Counseling Space**

Anyone entering Pono Roots counseling center, and Pono Roots staff are required to wear a mask.

We wipe down all appropriate surfaces after each client session. Note that some surfaces, such as comfy couches, cannot be wiped down to meet health standards.

We provide counseling space that allows for 6 ft. of social distancing.

We require all guests to sign in using our on-line health tracking system or utilizing our old school pen and paper option. We will ask you the standard health questions when you show up, and will take your temperature each time.

Those who wish to, may engage in telehealth with the Pono Roots staff instead of face to face sessions. Telehealth at Pono Roots follows HIPAA and all other mental health regulations and is provided through TherapyNotes.com

### **Our Pono Roots Team Members**

All Pono Roots staff have received both COVID 19 vaccinations. Booster vaccinations will be taken by all staff as soon as available. Staff follows COVID 19 health awareness rules and will not knowingly come to work or see clients when at risk of having COVID 19, or when diagnosed with COVID 19.

### **Your Vaccination Status**

Following health guidelines, we require clients over the age of 12 to be COVID 19 vaccinated when coming to the center for services. Please be prepared to show your vaccine card or SMART health card. Clients using our Telehealth option are not required to be vaccinated.

### **Cancellation and Rescheduling during COVID 19**

Standard cancellations policies remain in effect during the pandemic.