

**Chapin & Russell Associates  
Resource Management Service, Inc.  
Neurotherapy Institute of Central Illinois**

**A Memo Outlining Our Response to the Corona (COVID-19) Virus**

Dear Clients,

The professional and support staff at our office recognize that many of our clients have concerns about the Coronavirus. While the situation and its impact is still unfolding, the ongoing safety and health of our clients and staff is foremost in our minds. Toward this end, we have enacted several safety measures that are intended to help ensure a safe office environment and permit continuation of the valuable services you are receiving from us. These include both Center for Disease Control (CDC) recommendations and options for alternate service delivery for concerned clients in high risk groups.

First, if you are experiencing fever, cough, sore throat and shortness of breath, flu or cold-like symptoms, please refrain from coming into our office and seek medical attention prior before returning to your face to face appointments. Also, please notify our office of your need to cancel or reschedule your appointment. Cancellations due to illness are accepted without any charge to you. Please note, all professional and office staff have also been instructed to refrain from coming into the office ill and to seek medical attention, before returning to work.

Second, if a professional staff person becomes ill, they or our support staff, have been instructed to contact you, in a timely manner, to cancel and reschedule your appointment. We understand this may create some inconvenience but we want to do all we can to assure a healthy environment.

Third, as an ongoing precaution, we have encouraged proper hand washing and provided hand sanitizer for you and your therapist's use. In addition, we have increased the frequency of CDC recommended, disinfectant cleaning of door handles, restrooms, counters, chair arms, and so on.

Fourth, should you remain concerned about your risk of exposure, you may arrange for an alternate mode of counseling service delivery. These options include online video teleconferencing or telephone counseling. Please note, only a few of our therapists offer video teleconferencing and not all insurance companies extend benefits for these services. To inquire about your coverage, call your insurance provider directly, or ask our support staff to assist you in this effort. Should you have no benefit coverage, you may still access telephone or video teleconferencing services with your therapist, using the fee for service, personal coaching option, outlined in your Informed Consent Agreement. Of course neurofeedback services are only available, in a face to face modality, and require both you and your neurotherapist to be in good health.

Thank you for your understanding and cooperation in helping us minimize the risk of transmission of the Coronavirus. May we all stay healthy, care for each other, and make our way through these challenging times with the counseling support on which you've come to rely.

With Warmest Regard,

Ted Chapin, Ph.D.  
Group President