

### Operational Area Reopening Plan

Name of WU/WIT Academic or Administrative Operational Unit	Counseling Services
Bldg/Room Location	Kuehne 200
Name/Position Title of Reopening Plan Developer	Crystal Leming, LCP, CA – Director of Counseling Services
Date Reviewed	
Name/Position Title of Dean/Director Reviewer	
Date Reviewed	
Area Head Name	Eric Grospitch
Date Reviewed and Approved	5/26/2020
Date Approved to Return to Campus* (this date will need to be communicated to WU/WIT Facilities/WUPD)	6/1/2020

#### **Washburn University Counseling Services Plan for returning to campus**

Counseling Services has 3 professional staff and 1 student worker during the summer. During the academic year, additional student workers are employed by Counseling Services. Interns are also utilized in the academic year.

- Director – Crystal Leming
- University Counseling – Emily Meyerhoffer-Kubalik
- Campus Advocate – Molly Steffes-Herman
- Student Employees as of 5/21/2020 – Jennifer Bidwell

#### **Office Description**

The department occupies the second floor of Kuehne Hall. The director, counselor and advocate have individual offices with doors that can be shut. The student workers are in the lobby area, and is the initial person greeting individuals walking into the office.

The lobby area of 200 is also configured to be a waiting area for clients who are waiting to be helped or waiting for their appointments.

#### **Proposed Reopening process**

1. Open general office for limited staff. The professional staff will rotate days to be physically present in the office. A combination of 2 staff members (student and/or professional) will be physically present each day.
  - a. In adherence with federal, state, local, industry specific and professional guidance, masks will be strongly encouraged for professional and student staff as well as students and other visitors in the common areas including the lobby and hallway.
  - b. Offices not in use will be kept open for maintenance reasons (reduce buildup of moisture/humidity and opportunity for growth of mildew/mold), but access to these offices will be restricted.

- c. Professional employees will not eat in the breakroom. Student workers do not have a private area in which to eat, so they may eat in the breakroom.
- d. Visitors will be asked to remain at least six feet from front desk, stepping closer only when necessary – to pass their student ID card, for example. Carpet safe tape will be used to identify a 6 foot spacing from the desk as well as 6 foot spacing from other visitors waiting to check in or otherwise speak with the front desk attendant.
- e. Signage will be posted at the entrance and throughout the department. Example signage can be found <https://www.cdc.gov/coronavirus/2019-ncov/downloads/stop-the-spread-of-germs.pdf>.
  - a. Additionally, signage will be posted on the front door regarding how confidentiality may be impacted by choosing to of access or solicit services in the physical office instead of via telehealth. Specifically, visitors will be advised that exposure to COVID occurring in the Counseling Services Office (they themselves, another visitor, a staff member, etc. testing positive) may result in their identifying information being shared with university and public health officials – even if they themselves were not the infected party.
- f. Returning professional and student staff will be briefed on social distancing expectations, sanitation, hygiene, mask usage and other safety measures. Staff who have concerns should report them to the director or to human resources as appropriate for the type of concern.
- g. Hand sanitizer will be placed in the lobby as well as in each office. Example training can be found at <https://www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/prevention-H.pdf>.
- h. Cleaning and sanitizing of surfaces will be done in accordance with CDC Guidelines. <https://www.cdc.gov/coronavirus/2019-ncov/community/disinfecting-building-facility.html> additional information is available <https://www.washburn.edu/student-life/health-safety/index.html>
  - a. Enhanced cleaning will be requested by the director to Custodial Services. To date, cleaning of the office spaces by Custodial Services has occurred weekly. The Counseling Services director will request cleaning of the common spaces (lobby, hallway, bathrooms, breakroom) be increased to occur daily.
  - b. Counseling Services staff will clean individual office areas daily. High touch areas in the common spaces will be cleaned hourly. High touch areas include but are not limited to the lobby and bathrooms. Within these areas, doorknobs, chairs, light switches, condom dispensers, toilet seats, faucets and soap dispensers.
  - c. Supplies necessary for such cleaning will be requested through Facilities Services.
  - d. All cleaning chemicals should be requested through Facilities Services by submitting a work order. No employees other than trained facilities staff should be mixing any cleaning chemicals. Submit a work request to Facilities Services for products. <https://www.washburn.edu/faculty-staff/campus-services/facilities-services>

- i. Carpet friendly tape will be utilized to denote a 6 foot space from the lobby desk.
- j. Plexi glass will be requested & placed in front of the lobby desk.
- k. Student workers will clean the shared workspace upon arrival to their shift as well as when ending their shift.
- l. Shared office supplies, including but not limited to staplers, clip boards, pens, etc. will be cleaned before and after each use.
- m. Professional and student employees are encouraged to clean hands regularly using hand sanitizer. They are encouraged to wash their hands at the nearest sink using soap and water once each hour - especially after handling transcripts or other paper documents.

### **Expectations from the Reopening Department**

Counseling Services staff will abide by all criteria set up for operation during each phase of the reopening plan for WU. This includes the following:

- 1. The reopening plan will be sent via email to all office employees.
- 2. All staff will receive training (in person and/or via phone or video-conferencing) on how to clean their office and any communal areas.
- 3. Social distancing measures will be promoted in the office and in the building.
- 4. Professional and student employees will be strongly encouraged to wear face masks in communal areas of Kuehne Hall – hallways, lobby, breakroom, etc.
- 5. Any staff member who may need work assignment modification due to being in a “high risk” category for developing a severe illness from COVID-19 or an accommodation due to disability will be directed to the Director of Human Resources, [Teresa.lee@washburn.edu](mailto:Teresa.lee@washburn.edu), promptly.
- 6. The director recognizes that this plan must remain congruent with guidelines from the Governor, SNCO Health Department, CDC, and Washburn University.

### **Operational Hours**

All staff who consider themselves an at-risk category and/or those with other challenges due to COVID-19 should contact HR.

- 1. Professional staff will rotate coverage in Kuehne 200, with two staff working on site from 8-5 each day and remaining professional staff working from home 8-5 each day.
- 2. The door will be open to visitors who may enter the office with inquiries about services, to request an appointment, etc. The office will remain open for business 8-5 Monday – Friday and the space will be physically open and unlocked according to the following schedule: 8-4 M/T/W & 10-4 Th/F
- 3. Due to the small public spaces within Kuehne hall, requests for visits to the office unrelated to establishing care (faculty tours, student tours, “scavenger hunts,” etc.) will be declined. Alternatives such as Zoom introductions to staff or space will be offered instead.
- 4. Work related to the BODStander intervention program will be allowed in Kuehne 201 B with only 2 students allowed to utilize the space at a time. Students utilizing 201 B must check in and out with the front desk. They are also strongly encouraged to

- follow all guidelines established above (cleaning space before and after use, cleaning high touch surfaces hourly while in use, washing hands hourly while present in any area of the office suites, wearing a mask, etc. while in public areas of Kuehne, etc.)
5. Due to the current staffing model as well as the reduced capacity for student workers during the summer, the office will close each day from 12-1 for lunch.
  6. The office will also close to outside traffic each day at 4. 4-5 will be utilized to ensure all spaces in Kuehne are cleaned before leaving and ensure space is cleaned prior to arrival of staff the next day.

### **Provision of Clinical Services**

1. All therapy sessions will occur online via telehealth unless an exigent circumstance exists to warrant an in-person session.
  - a. If such an exception is made, 201 D will be the designated office space for in person sessions.
  - b. Furniture in 201 D will be moved to ensure a 6 foot space is maintained between the therapist and client.
  - c. Masks will still be encouraged for both therapist and client. For those not comfortable wearing a mask, telemental health sessions can be offered instead with the client participating from 201D and the therapist participating from their office.
  - d. Hand sanitizer will be available for both parties to use before and after session. Both parties will be encouraged to wash their hands with soap and water before and after session. The space in 201D will be cleaned after use and not utilized again for at least 1 hour unless necessitated by a clinical emergency.
  - e. All paperwork will be sent to clients for completion via telehealth platform. Clients presenting for an emergency session will also complete their paperwork via telehealth and will be provided a workspace in 201D in which to do so.
2. Drop in hours are suspended. As drop in hours are not typically offered during the summer anyway, impact from the suspension is minimal at this time.
3. In the event advocacy services are necessitated which require in-person contact on or off campus, the campus advocate will utilize the best practices established by local advocacy agencies including the YWCA-CSE to enhance the safety of both the campus advocate and the client.

### **Shared Work Spaces**

1. Break-Room
  - a. Professional staff should not eat in the breakroom. Student staff do not have a private area to eat and are therefore allowed to eat in the breakroom.
  - b. All common areas must be wiped down after each use.
  - c. All food storage receptacles must be sanitized before putting in refrigerator.
  - d. Refrigerator, microwave, etc. will be cleaned daily.
  - e. Hospitality items (tea kettle and tea, etc.) will be removed from the lobby and put in the breakroom. They will be cleaned daily.

2. Copier/printer

- a. Since the copier is frequently used, it is important to sanitize your hands after each use and before picking up printed materials.
- b. Social distancing measures are expected to be maintained.
- c. Do not wipe down machine. Frequent use of liquid based products could damage the machine.

**Facilities**

1. Wipes
2. Hand Sanitizer
3. Sanitizing spray for cloth furniture (chairs, couches, etc.)
4. Plexiglass shield installed in front of front desk in lobby in Kuehne 200
5. Carpet friendly tape
6. Gloves
7. Paper masks (for emergent need students presenting to Counseling Services who do not have a mask available at the time they present for care)

***Note: All protective items requested from facilities should be on-hand and ready for use before re-opening.***

Date requested to return to campus:

Staff will monitor guidance regarding working from home as well as the provision of mental health care via telehealth vs. in person during the COVID-19 pandemic. Guidance from agencies includes but is not limited to: local/state/federal officials, professional malpractice insurance (personal and university), AUCCCD guidance, APA and/or NASW guidance, etc.

As requested by the institution, Counseling Services staff will begin working on campus in a phasing in process to begin on 6/1/20.