



Serenity Mental Health Services, LLC  
300 N3rd St., Suites 111, 112  
Watertown, WI 53094

## 11/30/2020 COVID-19 RESPONSE MEMO TO BE UPDATED BIWEEKLY

Serenity Mental Health Services is committed to keeping our clients and team safe. We serve a wide demographic, which includes the elderly, immunocompromised, and those with underlying health conditions. Additionally, one or more of our staff are considered high risk. As a result, we have carefully considered our ability to follow CDC, state and Watertown guidelines in our decision to selectively permit clients to access in-person services.

At this time, for the next two weeks, in-person services will only be available to:

- **Psychological evaluations**
- **Clients who are clinically determined to require in-person sessions, per individual clinician judgment (emergency requirement lifted)**

Factors that have been considered in this decision include, but are not limited to:

- The City of Watertown's *Guidance for Writing a COVID-19 Pandemic Operations Plan*; Wisconsin Department of Health & Human Services guidelines
- Office size: face-to-face (especially play therapy) sessions make the recommendation of staying 6 feet away from one another impossible and are thereby considered *high contact*
- Office location: our offices are located within a building that hosts several other businesses
- Recommendations from leaders within the mental health field in Southeastern Wisconsin and nationwide
- Lack of cohesive guidelines within the field and state
- Unknown community infection response to recent statewide re-opening
- TeleMental video sessions permit for a broader range of non-verbal communication, as masks are highly limiting. TeleMental sessions also continue to permit us to engage in play therapy
- Schools, churches, and other public places remain restricted and/or indefinitely closed

Again, this memo will be updated *every two weeks* to reassess possibilities for increased contact. We understand that it may be disappointing that in-person sessions are so limited, and we join you in this disappointment with the hope that the situation will rapidly improve. Whether online or in-person, we are committed to giving you the highest quality care. Those who are determined to be appropriate for in-person sessions are required to review the **INFORMED CONSENT FOR IN-PERSON SERVICES DURING COVID-19 PUBLIC HEALTH CRISIS** document.