

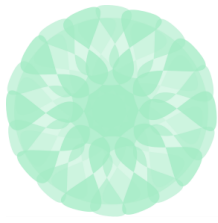
## Update regarding COVID-19 – March 23, 2020

I would like to give you an update about what's going on with my practice and how that relates to you, in consideration to the COVID-19 situation in the province.

I have taken many steps to try to minimize risks, such as regular disinfection of high-contact surfaces in my office, no longer offering drinks during sessions, and engaging in social distancing in all other areas of my life. I have also spent many hours thinking about and looking into different options that may make it possible for me to continue offering services. This includes researching ethical ways to engage in telepsychology and accessing extra training in this regard.

Although there is no official requirement from the authorities or the College of Alberta Psychologists mandating the suspension of in-person services, this may change any day. At this point, the decision to continue providing in-person sessions is mine. I have taken this responsibility seriously. As of today, I would like to continue offering a mix of in-person and telepsychology appointments. What type of services delivery is best for you is a decision we both need to make; having said this, it is part of my job to guide you to what may be the best alternative in your case. In this sense, I would like you to consider the following:

- Even though I am not currently symptomatic, this does not mean I am not a carrier for the virus. Please be mindful of that fact as you think of what might be best for you.
- If I become symptomatic, someone else in my household becomes symptomatic, or a client whom I've seen in the past fourteen days becomes symptomatic, I will self-isolate for at least fourteen days.
- If you become symptomatic, whether you have an official diagnosis of COVID-19 or not, please let me know as soon as possible. The same applies if you've had to



self-isolate for any other reasons, e.g. recent international travel. This will help me take the necessary steps to protect my clients, myself, my family, and my community.

To address the above, the following are your current options to access services with me:

- In-person appointments, with the knowledge that this can change any time, even in less than 24hrs notice.
- Request sessions by video.
- Reschedule your appointment to a later date.
- As always, you also may decide that you no longer want to work with me.

As I've mentioned before, my goal is to continue providing services for my clients, while remaining ethical and doing what I can to promote safety in this current climate.

I will keep you updated on any changes that may be necessary in the future. Please let me know if you have any questions, comments, or need help during this process.

Sincerely,

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Consuelo Arriagada B., M. Ed.  
R. Psych. #5150