



March 31, 2020

Dear LIH Clients, Families, Fellow Essential Allied Healthcare Workers, and Community Partners,

We appreciate your patience as we cautiously assessed the next best steps for our clients, our community, and our team. Additionally, we feel we have adequate information regarding access to Telehealth services and we are excited to reach out to you at this time.

Our team is here to support you and our community through our essential role as healthcare providers. We are proud to serve our current clients and any new individuals who may benefit from music therapy services in this time of great need. With continued concern around the COVID-19 pandemic, we wish to offer music therapy services to individuals in a way that keeps our staff and our clients as safe as possible. At this time, we are focusing on meeting the needs of our clients through services that preserve social distancing while maintaining the quality of services you have come to expect from us. These services include **Telehealth music therapy services provided remotely** and **modified in-person services at our facility locations**. Please see the description of these services below.

Telehealth music therapy services will increase access to music therapy services without the need to be in the same physical location. Modern technology allows our team of music therapists an opportunity to engage with individuals in real-time using a computer, smartphone, tablet, or smart TV in conjunction with a web conference platform such as Zoom, Google Hangouts Meet, FaceTime, Doxy.me, and various others. Through these means, the music therapist will assess, treat, and evaluate similarly to traditional, in-person services. Our team is here to consult with any client wishing to receive more information about Telehealth services and discuss logistics as well as the risks and benefits. In addition, discussing if the current treatment goals can be targeted through virtual means. We are prepared to get creative to successfully engage our clients in this alternative method. This may include "checking out" music equipment, having the opportunity to teach caregivers techniques in real-time, and working together to stretch our "reach" into the community in different ways than we've ever imagined in the past. An informed consent form is required to be completed prior to beginning Telehealth services.

Our **modified in-person services** will include a face-to-face service similar to our traditional method of providing care but with one important change... the use of a physical **plexiglass or glass barrier** between the client and therapist. We invite you to check out the photos attached of our newly created plexiglass "viewing window" that we have created for our Tomah studio as well as our new office's vestibule (we will be adding a solid curtain to the vestibule to provide privacy and reduce distraction from our parking lot). We will utilize a two-way mic that will transfer sound in real-time allowing the client and therapist to see and hear each other, engage, interact, and physically share a similar space - this is our opportunity to create a "space" for music therapy that will help to maintain a sense of normalcy to the music therapy service. Sessions will incorporate reduced equipment and will be limited to 1:1 services

only. This will be available at our facilities in **West Salem** and **Tomah**. We are working to modify our space in Viroqua to offer an additional modified in-person location but due to the layout of the space we are unsure if/when this will become available. We are unable to modify our location in Black River Falls as we graciously rent this space from the Black River Falls United Methodist Church, however, we welcome all individuals at our West Salem or Tomah locations.

We will continue to evaluate the most appropriate time to resume our regular service offerings through traditional face-to-face services and small groups. We will continue to evaluate how we will navigate in-home services as, currently, due to the concerns of COVID-19, these pose the greatest risk to our team and the clients we serve.

Our team has had an opportunity to step away, gather our thoughts, assess the situation, and determine our best options to support you at this time. We are eager to see your smiles and continue on, offering a sense of normalcy in a time that is ever-changing. We recognize that individuals and all family units have their own unique values and priorities at this time and we respect your decision to continue with services or to pause until the nation has an opportunity to heal. It has been a blessing to see how music has been woven through social media and in the news bringing hope and unity to the nation. We strongly believe that music is and has always been essential but mostly, at this time. We are proud to incorporate new avenues to bring purposeful music to you, where you are, in the safest way possible. We are passionate to serve you through this pandemic and our team has you and our entire community on our mind and in our heart.

If you wish to continue services beyond April 6 via the options noted above please complete this short form: [Request for Services \(COVID-19\)](#)

Once we receive your request for service, our team will contact you to discuss scheduling and the next steps. If you are unable to complete the survey you may leave a message with our office at 608-799-4860 or hello@lihmt.com.

We will check back in at the end of April or sooner in the event of changes to our current offerings. If you wish to postpone services until summer or indefinitely, please kindly complete the link above and indicate you wish to postpone. Please know our office is minimally staffed at this time (through April 6) and response times will be longer than normal.

In the meantime, our team has created a few resources to offer some opportunities to practice interventions and skills used in sessions. These can also be found on our website at www.lihmt.com/updates.

- [Music Therapy Toolbox: Emotional Expression](#)
- [Music Therapy Toolbox: Communication](#)
- [Music Therapy Toolbox: Academic Supports](#)
- [Music Therapy Toolbox: Cognition](#)
- [Music Therapy Toolbox: Social Skills](#)

Best to you,

Amy Schaack & The Entire LIH Team

Director of Service