

Client COVID-19 Update Bulletin 6/30/2020

*We're thrilled to be up and running with direct services,
and it's great to see your children in person again!*

We appreciate your support in following our safety procedures in order to maintain a safe environment for your child and our staff. After approximately a month of experience with resumed direct services, we wanted to provide updates on several items as we continue to streamline and improve our process.

- Please help us maintain the integrity of our system by completing our daily screening procedure and adhering to our required safety measures. We understand that these daily questions may feel repetitive—however, they are required to ensure a safe environment for the benefit of everyone.
- Whenever possible and clinically appropriate, our staff are encouraged to use our outdoor space for all or part of sessions. We have outdoor equipment, safely spaced seating, and almost a full mile of nature trails. If your staff plans on extended outside use, they will inform you so that you can apply sunscreen prior to your session.
- Please wear a mask when speaking with any staff, even if from the car. We certainly understand that masks are not worn when driving through or waiting in the lot, but they are required when speaking with staff. We need to ask for your commitment so that all families and staff can be confident in the integrity of our standards.
- Research indicates that handwashing may be superior in some situations to gloves for preventing transmission. To accommodate this, we have converted one of our lobby bathrooms into a designated no-touch hand wash station. Therapists will either do a full hand wash or switch gloves between each client.
- Please be patient when it rains. We have found that in inclement weather we need to bring our blue parking lot screen awning inside. However, this does not change the parking lot procedure—our staff will still be waiting to screen clients in their cars in the normal location. If you do not see the awning, please pull your car to the walkway in front of the glass main entrance doors and our screening staff will come out to you, rain or shine.

We appreciate everyone's flexibility as we work together to find the best and safest ways to work with your children—thank you! We will keep evolving as we learn about what works best and in response to changes in the pandemic situation and CDC and state health guidance.