



June 1st, 2020

Dear Amy Zier + Associates families,

We are beginning to open the clinics to patients again and would like to review the safety protocols we are following. Please read these guidelines for returning to the clinics. We will update as events or guidance change.

*We are still practicing via Teletherapy if you prefer to begin or continue with that format. If you have questions about returning to the clinic, please call AZ+A at (773) 755-7791. If you are interested in Teletherapy options, call us at the number above or visit our Teletherapy page at Amyzier.com.

First of all, we want to thank you for your continued patronage during these unprecedented times and especially, for allowing us the opportunity to work with your child. The safety of our patients, staff, and families has always been our top priority. We understand that circumstances are different for each family, and that some of you will continue to be seen through teletherapy while others may return for in-clinic treatment. This is an individual decision made by the family in conjunction with the therapists who are treating your child.

As we start to work in the clinic with our patients again, we want to let you know what we are doing to keep ALL of us safe as well as what we are asking of you. These guidelines will be sent to all families as they return to direct in-clinic treatment and may be updated as events or guidance changes.

NEW SAFETY GUIDELINES

PHYSICAL CHANGES

- To limit high touch areas all toys, books, and bookshelves have been removed from waiting rooms. Bulletin boards will be cleared.
- Doors to rest rooms will be left open when unoccupied and light switches left on throughout the day. Lights in all rooms will be on during the day.



SOCIAL LIMITING

What We are Doing:

- We will limit the number of staff and patients in a treatment area/room at any one time. We are continuing to use Teletherapy for our services as we slowly increase the number of staff and patients who use the office over the course of the month. We will also be utilizing open, outside spaces where appropriate.
 - Groups will not be meeting before July 1st
 - One room one therapist for the day will be instituted as in clinic sessions increase
- Chairs will be limited to the number of individuals in the waiting room (2 individuals per room).

What We Ask of You:

- If you enter the waiting room and another client is being helped, please maintain a distance of six feet while you wait to be helped.
- The therapist will meet you and your child in the waiting room. Parents should not enter the treatment area unless requested by the therapist. If this happens, only one parent will be allowed to accompany the child. Leave siblings at home if possible.
- Ideally, family members will wait either in their cars or outside in the open air if they remain for their child's session. The clinic has a rear entrance and waiting room where parents are asked to wait if they prefer to be indoors. Keep in mind social distancing in these spaces.
- If you need to use the restroom in the clinic please use the one in the main hallway upstairs.



TEMPERATURE CHECKS/SCREENINGS:

What We are Doing:

- We have purchased two touch-less infrared thermometers. Every therapist/staff will have a temperature check daily. Employees with temperatures over 100.0 will be sent home. Employees have been notified that if they or members in their home have fever and signs/symptoms of COVID-19 they must stay home until medically cleared.

What We Ask of You:

- When you arrive at the clinic please have your temperature and that of your child taken. If you or your child has a temperature over 100.0 you will be asked to reschedule the appointment.
- Your OT/staff will ask you a series of screening questions: Have you or your child had a recent fever, cough or been around anyone with these symptoms or are you living with anyone who is sick or quarantined? If yes, you will be asked to reschedule the appointment. Additionally, if you have possibly been exposed to COVID-19 or suspect a household member has, we ask that you reschedule the appointment prior to arriving at the office.

PERSONAL PROTECTIVE EQUIPMENT:

What We are Doing:

- We will be using personal protective equipment. All clinic personnel and therapists will be wearing face shields and or masks. As always therapists may choose to wear gloves in certain situations.

What We Ask of You:

- We ask that all parents who enter the clinic including the waiting room wear a face mask. If children can safely tolerate a mask we encourage them to be worn. However, we recognize that face masks would not be accepted by many of our patients and/or may not be safely tolerated during exertion and therefore we will not require patients to wear them.



CLEANING AND SANITIZING:

What We are Doing:

- Clinic space is being professionally cleaned on a regular schedule. Once we are open we will continue to clean and sanitize the office throughout the day. Treatment areas will be cleaned and sanitized before and after use. This includes all equipment and surfaces. Additionally, high-touch areas such as door handles, light switches, and counters will be disinfected throughout the day.
- **NOTE:** We will be ending sessions 15 minutes early for cleaning and sanitizing the area and allowing for the transition time period.

What We Ask of You:

- If you observe any situation in which you notice an item that may need immediate or extra attention or perhaps has come into contact with fluids such as saliva, please let us know so we can address it immediately.

FOOD:

What We are Doing:

- We know that hand to mouth behavior is a potential way for the virus to enter your body as well as to spread the virus to others. We will ensure that hands are washed before and after any meals or snacks by staff and children.

What We Ask of You:

- Please consult with your individual therapist about bringing outside food into the clinic and where and when your child will eat.



If you have any additional questions or concerns, please call the office. Again, we greatly appreciate you and look forward to seeing you at the clinics.

Sincerely,

The Staff and Clinicians - Amy Zier & Associates