

Dear Parents and Families,

As we return to providing services at our outpatient centers, we would like to inform you of the steps we are taking to ensure the safety of the children, families and staff in regards to the Coronavirus prevention. We continue to strictly follow CDC, federal, state and local guidelines and appreciate your cooperation as we institute appropriate policies and procedures. We also ask for your understanding as these policies may change at any time as new recommendations are issued.

If your child or any family member is/has been feeling sick, please stay at home and call our offices to cancel the appointment. We ask that you do not reschedule for 48 hours.

We strongly encourage the following practices to help reduce the spread of illness as recommended by the CDC:

- Avoid close contact with people who are sick;
- Avoid touching your eyes, nose, and mouth;
- Stay home when you are sick, such as with new onset of cough, cold or running nose;
- Cover your cough or sneeze with a tissue or in the nook of your elbow (NOT your hands), then dispose of directly in a trash receptacle;
- Clean and disinfect frequently touched objects and surfaces using a regular household cleaning spray or sanitization wipe;
- Follow CDC's recommendations regarding the use of a facemask;
- Wash your hands often with soap and water for at least 20 seconds, especially after using the restroom, before eating, and after blowing your nose, coughing, or sneezing;
 - If soap and water are not readily available, use an alcohol-based hand sanitizer with at least 60% alcohol. Always wash hands with soap and water if hands are visibly dirty.

We have instituted new procedures for the arrival/departure of clients, collection of fees/co-pays, admittance to the center as well as social distancing etiquette during the sessions.

Precautions Taken at Our Centers

- All staff will be screened prior to entering the clinic daily (temperature and symptom screening).
- All patients will be screened prior to each clinic visit. Should we identify any risk, the appointment will be rescheduled.
- Each therapist will be required to wear masks and gloves while treating patients.
- All equipment, common areas, entry and exit doors and access areas will be sanitized routinely throughout the day.
- All highly touched items (brochures, magazines) will be removed from the waiting area.
- Any patient with a compromised immune system or other high-risk conditions, will be encouraged to speak with their physician and therapist for proper guidance as to whether it is recommended to attend in-clinic therapy, utilize telehealth, or postpone treatment to a later date.
- All therapeutic areas will continue to be sanitized before, during and after each patient.

Before the Session

- It is encouraged that your child wears a face mask during any contact with our staff, and during the session.
 - Children under the age of 2 years old and infants are not required to wear a mask.
 - If your child is not able to tolerate the use of a face mask, please contact the center manager prior to discuss alternatives and/or special accommodations.
- It is required for anyone attending therapy to wear a facemask during sessions. These will not be provided by us and will need to be supplied by you.

Arrival

- We ask you arrive to the location 10 minutes before your appointment.
- Only the **child attending the session and one (1) family member** (parent/caregiver) are allowed inside the center in order to ensure social distancing and to limit occupancy in the building.
 - Please inquire with your center for the patient arrival procedures. These will differ based on the center layout.
- You and your child will be asked the following screening questions and triage before every session. We will also take the temperature of you and your child prior to the visit starts. Any temperature above 100.4 degrees will result in the visit being cancelled.
 - Have you or anyone in your household been diagnosed with COVID-19 or are waiting for test results?
 - Have you recently had contact (within 6 feet for more than 10 minutes) with a person known to have or is being tested for COVID-19?
 - Has anyone in your household started to exhibit any COVID-19 symptoms?
 - Have you traveled from somewhere outside the U.S. or on a cruise ship or river boat in the last 14 days?
 - Have you traveled out of state?
 - Do you have any symptoms, including a cough, fever, chills, new loss of taste or smell, unexplained rash, or shortness of breath?

Waiting Room

- In order to maintain social distance, we have decreased the number of chairs in the waiting room and have spaced them out.
- We have placed marked lines on the floor at the front desk window in order to ensure appropriate social distancing.
- The front desk window(s) will be restricted in their opening to limit interactions. It will only be opened for the exchange of paperwork and patient payment collections. You can complete payments through our website if you prefer. If you wish to discuss any confidential matter, please call the center.

The responsible adult bringing the child to session must remain in the premises during the whole time the child is in session. This include staying inside your car with access at all times to the phone, or in the waiting room if directed by the staff.

During the Session

We believe that the involvement of the parent/caregiver during the therapy session is key to ensure the child achieves his/her goals. However, in order to respect social distancing, we will be limiting the number of people inside the center and treatment areas.

- Your therapist will notify you if your presence is necessary during the session; or
- You may be asked to enter the building at a specific time assigned by the therapist to discuss the treatment plan/session as appropriate.
- Social distance during the sessions:
 - Therapist may make modifications during session when it is safe and appropriate.
 - Sessions have been scheduled in order to maintain only the safe amount of people in the treatment rooms and gym areas.

Cleaning and Disinfecting Procedures

We continue to follow our strict procedures as far as cleaning and disinfecting our equipment, as well as adhering to CDC, federal, state and local guidelines.

- Any equipment or toy that comes in contact with the child will be removed after the session to be thoroughly cleaned and disinfected.
- Any equipment or toy that cannot be satisfactorily cleaned and disinfected in a timely matter per our policy and procedures has been removed from the treatment areas – this includes pillows, sensory bins, etc.
 - If such toy/equipment is required for the treatment session, your therapist will inform you of alternative options or accommodations.

Additional Information regarding Coronavirus

Centers for Disease Control and Prevention:

<https://www.cdc.gov/coronavirus/index.html>

National Institute for Health:

<https://www.nih.gov/health-information/coronavirus>

From the World Health Organization:

<https://www.who.int/emergencies/diseases/novel-coronavirus-2019>

Thank you for continuing trust. We appreciate your understanding and flexibility during this time. If you have any questions or concerns, please do not hesitate in contacting your center manager for assistance.

Sincerely,

Theraplay Family of Companies