



CLIENT CARE RESPONSE AGREEMENT

In order to ensure the safety of our staff and clients, we require all clients and families attending in-person services to abide by this agreement. Please read over each statement carefully and only initial if you can ensure that you and members of your household can follow the specific terms.

We urge clients and families to utilize telehealth services if and when possible. If you need to cancel an in-person appointment, we will offer a rescheduled virtual session in its place.

Please initial your agreement to each of the following terms:

- _____ 1. If a therapist, client, or their family member is exhibiting **any signs of illness** in the 72 hours before their scheduled session, the session must be canceled/transitioned online. (No fees/penalty for these cancellations.)
- _____ 2. If a therapist, client, or household member has come into contact with a **person who tests positive for COVID-19** in the last 5 days, the session must be canceled and we will transition to telehealth sessions until a test taken at least 5 days after exposure is negative. (No fees/penalty for these cancellations.)
- _____ 3. Our **waiting room is open**, but cozy. There are alternate waiting spaces in the main building atrium or outside, if our lobby is crowded.
- _____ 4. Staff at The Hello Clinic will be **taking the temperature of each person** upon entering the clinic using a no-touch thermometer. If you or your child have a temperature of over 100 degrees F, the session will be canceled.
- _____ 5. To limit the number of visitors to the clinic, only the necessary person should attend in-person sessions. This means one caregiver and child. Larger families/siblings are encouraged to **utilize alternate waiting areas** to limit the number of people inside the clinic at one time.

- _____ 6. **Masks are required in all areas of the clinic for any person aged 2 and older** (if tolerable). Masks must be worn in the lobby, and at all times until a clinician asks you to remove it for services, as needed. Disposable masks will be made available if you do not have one.
- _____ 7. Staff will **clean all client areas, treatment areas, and gym equipment** following each session. Restroom areas, door handles, counters, and shared spaces will be regularly disinfected.
- _____ 8. **Hand sanitizer and disinfecting wipes** will be made available for use to all families and clients.
- _____ 9. Please make **payments** using the 'make a payment' button on our website, or at the front desk upon check-in.
- _____ 10. Your clinician may want to look into your/your child's mouth during treatment. In these cases, they will use **two layers of PPE** between the client and themselves, which may include face shields, masks, and/or plexiglass barriers.

I have reviewed the Client Care Response Agreement and understand the guidelines The Hello Clinic has put in place. By signing below, I agree to the terms outlined in the Client Care Response Agreement in full and I understand that failure to abide by any of the above terms will result in the immediate termination of in-person treatment. I understand that telehealth services will continue to be made available to me/to my child.

Client's Name _____ Parent's Name (if applicable) _____

Your Signature _____