

## **In-Person Services at Hello Clinic**

What we're doing to keep both your family and our staff safe

### Our Responsibilities:

- Disinfecting treatment rooms after every session; sanitizing therapy materials after every use; cleaning common areas and high-touch surfaces throughout the day.
- Performing daily health screenings: contact-free temperature checks for staff and clients.
- Staff stays home if they or family members are ill, or have come into contact with someone with COVID-19.
- Frequent hand-sanitizer use and/or handwashing.
- PPE: all staff will be wearing masks and/or face shields; plexiglass barrier in treatment rooms.
- Use of telepractice whenever possible.
- Closely monitoring developments from and staying in compliance with local health authorities and the CDC.
- Transition to use of telepractice if Client Care Response criteria are not adhered to.

### Your Responsibilities:

- Everyone over 2 years old will wear masks upon entering the clinic. (Please let us know in advance if your child will not tolerate a face mask so that we can have appropriate PPE ready for the session.)
- You must stay home if you or any family member is ill (runny nose, cough, congestion, fever, vomiting, shortness of breath, etc.) or have come into contact with someone with COVID-19 within the last 5 days. We're happy to reschedule your appointment, or do it over zoom that day.
- Payment can be made on our website for contactless payment, or at the front desk upon check-in.
- Please arrive as close to your appointment time as possible.
- Our waiting room is small. We're making a conscious effort to limit the amount of people inside the clinic. One caregiver is allowed to bring a child client. If the appointment is for yourself, please come alone. If the lobby is full when you arrive, there is a main building atrium with seating just around the corner from the clinic. You're also welcome to wait outside if the weather permits.
- If your child needs to use the bathroom during a session, you will be responsible for taking them. Please stay close by in case you need to be contacted quickly. We suggest going to the bathroom before a session to avoid this. (Bathroom Code is 4900)
- Due to the cleaning requirements between sessions, we do our best to not go over the allotted appointment time, so that we can start on time for the following session. You will receive a brief handout from the clinician summarizing what was addressed in the session, or a short verbal debrief of what was worked on. We recommend using the last 3-5 minutes of your child's appointment for this debriefing. Please feel free to email your clinician with any quick questions after your session, or schedule a 30 minute parent education appointment. We apologize if we run a few minutes late. We're working hard to provide quality therapy to everyone in a clean and safe space.