

## **SAFETY PROTOCOL (COVID-19)**

We want to let you know that we have been working hard to make sure our office will be as safe environment as possible and we have put social distancing practices in place. We appreciate your understanding and support through these new times more than we can say. Please read this message in its entirety and let us know if you have any questions or concerns at any point.

We are presently planning on working with patients in-person **only on an individual-needs basis**. We will slowly work toward more in-person sessions through 2021. We have had to make big changes to safety procedures for both employees and clients, so that we are all prepared and know what to expect. These new guidelines are set forth by our local government and the Iowa Department of Public Health, along with additional items fitting with our space and what we feel will increase safety for us and our clients.

### **WHAT TO EXPECT WHEN ARRIVING TO OUR OFFICE**

- When you arrive, please wait in your car or outside our building until the time of your appointment. We ask you to email or text us when you get here, and we will email or text back when we are ready for you to come in. **Your provider may have a different temporary office number; we will email you prior to your appointment with this information.** Please allow for appropriate social distance if a line forms in the hallway to get into the waiting room. This procedure is meant to limit the number of people in the building and control the flow of clients. The door will be locked, and we will let you in when you come to the door.
- You will need to complete the **Health-Screening Questionnaire** on our website on the date of your appointment prior to your appointment time. If any of your answers are flagged, you will need to reschedule.
- Once in the waiting room, we will take your temperature via no-contact thermometer, then you will be asked to use hand sanitizer. Anyone that has a temperature **higher than 99° when entering the office will be asked to leave and reschedule** when they are well. Please take note of your health and temperature prior to your appointment in order to avoid a last-minute **cancellation fee of \$150 or up to the full cost of your session for evaluations.**
- Masks are **mandatory** for staff and clients at all times in the office. Please arrive with your mask on. If you do not have a mask, we will provide disposable masks for \$2.00.
- We ask that you only bring necessary items in with you. Please leave large purses, bags/backpacks, coats, etc. at home. We also ask that you do not bring any food items or beverages into the office.
- No additional family members or friends will be allowed in the waiting room with you or in your session unless requested by your provider, **no exceptions**. If your child does not need your assistance during their appointment, we ask that all parents wait outside or in their car after walking their child up to the office. You will need to return promptly at the time given by the provider to meet your child at our office door when finished. We will text you when we are ready for you to return for your child.
- We know the risks of contracting the virus are higher in enclosed spaces with recirculated air. We are unable to mitigate this risk but will continue running our usual air filters throughout the office.
- Out of respect for your provider, other clients, and how our schedules will operate moving forward, it is imperative that you not miss or come late to your visit. Here is a reminder of our **cancellation policy**:
  - We require you give us at least 24 hours' notice when rescheduling or cancelling appointments. Failure to do so will result in a fee of \$150 or up to the cost of the full session for evaluations charged to the card on file. This policy will not apply if it is due to an urgent/last minute health issue for you or an immediate family member.

### **OTHER SAFETY PRECAUTIONS/CHANGES**

- Common area items like magazines, books, toys, etc. have been removed for the time being.
- Our internal **bathrooms will be closed** for the time being. Please use the bathroom across from the elevators prior to your appointment.
- Our **front office will be closed**. You may call to make a payment, schedule, or ask general questions during our regular office hours. You may also email Caitlin at [contact@hopesprings.net](mailto:contact@hopesprings.net).