



COVID-19 Action Plan 03/13/20

Dear families,

While we are taking steps to keep families healthy and safe during the Coronavirus (COVID-19) outbreak, we have developed a plan to continue providing modified home-based, clinic-based and virtual services. We are taking precautions to thoroughly clean our buildings using disinfectants per CDC guidance. We are utilizing an ozone generator at night to assist in sterilization of therapy rooms.

We are following a strategy with three guiding principles:

- **Hygiene** – Detailed hygienic practices for Clients, Staff and Spaces
- **Space** – Operate in a setting that promotes the minimum person-to-person contact and reduces airborne risks
- **Pairing** – Follow consistent and dedicated therapist-client pairings to minimize the number of first and secondhand interactions in day-to-day life

Although we cannot guarantee face-to-face services will occur in your preferred location, we will do our best to accommodate your wishes. We will also attempt to preserve continuity of care by assigning a therapist who is familiar with your child whenever possible. The services provided in each location will occur as follows:

- Your responses to the applicable survey (*see Survey Links section*) will help to determine your eligibility for face-to-face services
- We cannot guarantee that all authorized hours can be serviced
- There may be only one therapist that provides all your weekly authorized hours
- All staff will be provided training in infection control

Home-Based Services

- To reduce risk of exposure, your assigned therapist will only see one client per the day

Clinic-Based Services

- We will be implementing the use of a block schedule of 9:00am-12:00pm block or 1:00pm-4:00pm

- Sterilization of spaces will occur between 12:00pm-1:00pm
- All sessions will be 1:1 with the therapist and client/family only in the therapy room

Services Hold

There is, of course, the option to place your services on hold during this period of adjustment. We understand and respect the choice should you decide that is best for your family. As with the other options presented, we do ask that you complete the appropriate survey to aid in scheduling efforts.

Social Clubs

At this time, Social Clubs are cancelled. We are looking into a virtual system to keep our group members connected. We will update our families, as soon as we have more information.

Survey Links

Please keep us informed if you would like to continue services by selecting the applicable link below. ***If you already responded to the Home-Based email or survey, there is no need to respond again.*

[Put Services on Hold](#)

[Clinic-Based Services](#)

[Home-Based and/or Virtual Services](#)

Again, please do not hesitate to contact us with any questions or concerns. We are working diligently to process the information you provide and build schedules to resume services next week. If any information changes, we will continue publish updated Action Plans.

A handwritten signature in black ink, appearing to read 'Katrina Todd', written in a cursive style.

Katrina Todd, Director



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