

We appreciate your cooperation in our health and safety practices to ensure our clients and staff remain healthy and safe. Please note that although we are taking the highest safety precautions available, you will be entering our building at your own risk.

We require universal masking, hand hygiene, physical distancing, and screening for all individuals entering our buildings. COVID-19 vaccination is **STRONGLY RECOMMENDED** for all visitors. COVID-19 vaccination status does not change our policies and procedures. The following policies and procedures will be followed regardless of vaccine status.

### Appointment Procedures

If you are feeling unwell on the day of your appointment, notify us as soon as possible and do NOT come to your appointment. If you cannot attend your appointment, please notify our office within 48 hours of the scheduled appointment.

Family members/caregivers accompanying clients to appointments will be limited to one person to the degree possible. Appointment start times will be staggered by at least 15 minutes to the degree possible.

Clients/their family members/caregivers must maintain social distancing protocols from others not in their group. The client and their caregiver/family member may come up to the 1<sup>st</sup> or 2<sup>nd</sup> floor waiting room at the start time of their appointment.

The client and their caregiver/family member will be asked several health screening questions based on symptoms and exposure risk at check-in (symptoms subject to change). *Anyone that does not pass the screening will not be allowed to enter the clinic and will be required to reschedule.*

*Failure to follow these procedures will result in cancellation of the appointment. Refusal to follow these procedures will result in immediate discharge from services.*

No food or drink is allowed in the atrium, waiting room, meeting rooms, or therapy rooms.

If a client arrives late, attempts may be made to modify services to what can be accomplished within the remaining time available, but the session will not be extended in order to maintain appropriate distancing between clients and time for adequate cleaning.

*We look forward to seeing you!*