

OFFICE PROCEDURES DURING COVID

Masks & General Policies

- Everyone, including patients, therapists, and staff, must wear masks in common areas of the building and our office e.g. waiting room, hall ways, etc
- The **only** time you may remove your mask is when you are in the therapists' office at the time of session and you and your therapist have a mutual agreement to not wear a mask during session
 - In the rare circumstance where you and your therapist cannot sit 6 feet apart, a mask must be worn
- Social distancing (e.g. at least 6 feet apart) should be practiced at all times to the best of abilities in the waiting area and offices
- If you are coming into the office, you **MUST** complete a COVID pre-screening questionnaire on the day of your session
 - If you are not feeling well or have been exposed to someone with COVID symptoms, you should **NOT** come into the office. In this case, we are happy to reschedule your office appointment to a later date or change your current appointment to a telehealth session

Waiting Area

- Please wait in your car, and the therapist will contact you via text when they are ready for your appointment
 - In instances where it is **NOT** feasible for you to wait in your car, you may use the waiting area. Seating is limited to specific seats to ensure social distancing (all seats are labeled)
 - The downstairs waiting area is limited to two people or one family
 - The upstairs waiting area is limited to one person or one family
 - We ask that only the patient comes into the office, unless the patient is a minor or requires assistance
 - Accompanying adults can wait for their children in the waiting room
 - Children should not be waiting for their parents/guardians or left alone in the waiting room (unless this is specifically for a brief consultation with the therapist)
- We will still have refreshments available for you to enjoy, but in all cases only adults will be allowed near the food cabinet
- iPads are not available for signing in. You will have to do this electronically and your therapist will provide you with the link
- If you have a compromised immune system, telehealth would be the best route for you. If you want to come into the office, please arrange with your therapist ahead of time to ensure that the waiting room is empty. Both you and the therapist should wear a mask in session