

**TENDER ONES
THERAPY SERVICES**



www.tenderones.com

May 1, 2020

Dear TOTS family,

We hope this email finds you and your family well. We want to thank you for your continued patronage during these ever-changing times and especially, for trusting us to work with your child. The safety of our patients, staff, and families has always been our top priority at TOTS. We understand that circumstances are different for each family, and that some of you will continue to be seen through teletherapy for a longer term than others. Returning to the office for treatment is an individual decision made by the family in conjunction with the therapists who are treating your child.

As we start to work in the office with our patients again, we want to let you know what we are doing to keep ALL of us safe as well as what we are asking of you. These guidelines will be sent to all families as they return to direct treatment in the office and may be updated as events or guidance changes.

NEW SAFETY GUIDELINES

PHYSICAL CHANGES

- To limit high touch areas all toys, books, magazines, and book shelves have been removed from waiting rooms. The peg board on the wall on the Dacula waiting room has been covered.
- You will no longer be required to sign your child in upon arrival.
- Doors to rest rooms within the office suites will be left open when unoccupied and light switches left on throughout the day.
- For all payments we encourage you to leave a credit card on file with the front office.

SOCIAL LIMITING

- *What We are Doing:* Throughout the month of May we will limit both the number of patients in the clinic and number of the staff in the clinic at any one time. We will also limit the number of staff and patients in a treatment area/gym at any one time. We are continuing to primarily use tele-therapy for our services as we slowly increase the number of staff and patients who use the office over the course of the month.
- Chairs will be taped off to limit the number of individuals in the waiting room and to maintain a distance of six feet between people
- *What We Ask of You:* If you enter the waiting room and another client is being helped, please maintain a distance of six feet while you wait to be helped.
- The therapist will meet you and your child in the waiting room. Parents should not enter the treatment area **unless the patient is an infant or their assistance has been requested by the therapist.** If this happens, only one parent will be allowed to accompany the child. Siblings will not be permitted to enter the treatment area.

- Ideally, family members will wait either in their cars or outside in the open air if they remain on the property for their child's session. The Dacula office has a lobby in the main hallway of the building where parents are asked to wait if they prefer to be indoors. In Gainesville, the door to the waiting room will be propped open and chairs set up in the vestibule area outside of the elevator to create a more open waiting space.
- If you need to use the restroom in the Dacula office please use the one in the main hallway of the building. If you need to change your child and need access to the changing table please let us know and we will accommodate you. If you need to use the restroom in the Gainesville office please use the first one in the hallway on the left.

TEMPERATURE CHECKS/SCREENINGS:

- *What We are Doing:* We have purchased four touch-less infrared thermometers, two for each office. These are maintained in the front office and operated by the front office staff. Every therapist and front office personnel member will have a temperature check daily. Employees with temperatures over 100.0 will be sent home. Employees have been notified that if they or members in their home have fever and signs/symptoms of COVID-19 they must stay home until medically cleared.
- *What We ask of You:* When you arrive at the office please go to the front desk and have your temperature and that of your child taken. If you or your child has a temperature over 100.0 you will be asked to reschedule the appointment.
- The front desk staff will ask you a series of screening questions: Have you or your child had a recent fever, cough or been around anyone with these symptoms or are you living with anyone who is sick or quarantined? If yes, you will be asked to reschedule the appointment. Additionally, if you have possibly been exposed to COVID-19 or suspect a household member has, we ask you to re-schedule the appointment prior to arriving at the office.

PERSONAL PROTECTIVE EQUIPMENT:

- *What We are Doing:* We will be using personal protective equipment. All front office personnel and therapists will be wearing face shields. Some staff may also choose the additional protection of a face mask under the shield. As always therapists may choose to wear gloves in certain situations.
- *What We Ask of You:* We ask that all parents who enter the clinic including the waiting room wear a face mask. If you need to purchase one, disposable ones will be sold in the front office for \$1.00 each. If children can safely tolerate a mask we encourage them to be worn. However, we recognize that face masks would not be accepted by many of our patients and/or may not be safely tolerated during exertion and therefore we will not require patients to wear them.

HAND WASHING:

- *What We are Doing:* The CDC recommends frequent hand washing for a minimum of twenty seconds duration. All employees will wash their hands: upon arrival at work, prior to and after treating a patient, prior to and after eating, after using the restroom, and prior to leaving for the day. The use of sanitizer is also available throughout the clinic.
- *What We Ask of You:* At the beginning of each session all patients will be taken by the therapist to wash their hands. To improve hand hygiene please wash your child's hands prior to leaving your home for the clinic and please use hand sanitizer for both you and your child upon arrival at the clinic waiting room.

CLEANING AND SANITIZING:

- *What We are Doing:* We are having the offices professionally cleaned prior to May 4th. Once we are open we will continue to clean and sanitize the office throughout the day. Treatment areas will be cleaned and sanitized before and after use. This includes all equipment and surfaces. Additionally, high-touch areas such as door handles, light switches, and counters will be disinfected throughout the day. Computers will be continued to be disinfected daily.
- *What We Ask of You:* If you observe any situation in which you notice that an item may need immediate or extra attention or perhaps has come into contact with fluids such as saliva, please let us know so we can address it immediately.

FOOD:

- *What We are Doing:* We know that hand to mouth behavior is a potential way for the virus to enter your body as well as to spread the virus to others. There is no eating by any staff in the front office or in the gyms or large treatment areas. All staff will eat in the kitchen area and documentation area. Eating may occur in individual treatment rooms only if there are no children present and the room has been sanitized following patient treatment. Staff will use only drinks with covers or caps.
- *What We Ask of You:* We ask that parents do not bring any food or drink to the clinic for themselves or their children. We will make an exception for children who are intensive therapy patients due to the extent of time they are at the clinic. Please consult with your individual therapist on where and when your child will eat.

If you have any additional questions or concerns, please call the office. Again, we greatly appreciate you and look forward to seeing you at one of our clinics.

On behalf of all of the TOTS staff,

Noreen Zulaica PT
Owner and Physical Therapist