



CLIENT CARE RESPONSE AGREEMENT

June 23, 2020

In order to help maintain in-person services, and ensure the safety and well-being of our clients, families, and staff, Sensory KIDS has the following guidelines in place at the clinic.

Telehealth services will continue to be available, and we urge clients and families to utilize remote services if and when possible.

Before coming to your appointment, please ensure that:

- You or your child are not exhibiting any signs of illness, including but not limited to high temperature, congestion, coughing, difficulty breathing, pain or pressure in chest, vomiting, or sore throat in the last 72 hours of the scheduled session.
- You or your child have not traveled out of the country in the last 14 days.
- You or your child have not come into contact with any person who tests positive for COVID-19 in the last 14 days.

Clinic Requirements:

1. Only one parent/guardian is allowed to accompany each child to the session. Siblings are not allowed in the clinic at this time. If any siblings are present, families must wait outside the clinic for the duration of the session.
2. Temperatures will be taken by front staff once entering the clinic. If you or your child's temperature exceeds 100.4 F, the session will be cancelled and rescheduled once symptoms have cleared for 72 hours.
3. Masks are required for any person coming into the clinic, including therapists. Disposable masks will be made available by Sensory KIDS if you do not have one. Children under 6 years of age will wear masks, if tolerable. If your child is unable to tolerate wearing a mask please talk with your therapist (in some cases we may be able to create a contingency plan, and support potential complications due to sensory sensitivities).
4. Staff at Sensory KIDS, clients, and client's family members are expected to adhere strictly to social distancing (6 feet) before, after, and during session (as appropriate for effective service delivery).
5. All payments will be handled remotely, by credit/debit card, or by mail. There will be no handling of cash or checks in the clinic at this time.

What Sensory KIDS is doing to keep you safe:

- 15-minute gaps have been scheduled between each treatment session to all time for proper cleaning of treatment areas and gym equipment by the therapist.
- Restroom areas, door handles, counters, and shared spaced will be regularly disinfected.
- Our small observation room will be closed, cloth chairs removed, as well as books and toys. The large observation room will still be open for use.
- All gym equipment and small items that cannot be easily sanitized or washed have been removed from the gyms. All crash pad covers have been replaced with washable vinyl coverings. Balls from the ball pit have been removed and smaller therapy rooms have been closed off for use.
- Hand sanitizer and disinfecting wipes will be made available for use to all families and clients.
- Our clinic will be thoroughly cleaned by a professional cleaning crew twice a week.

