

## Welcome Back to the Speech, Language & Communication Clinic!

Our department is working towards re-opening in the midst of COVID-19, and safety is our priority. We appreciate your patience during this time, as we are working to create policies that allow for the highest quality and safest service possible.

**We are currently providing a limited number of in-person therapy appointments on Tuesdays and Wednesdays only.** We will also continue to provide evaluation and therapy services online via telepractice.

### Before Your Visit

Please be advised that we are trying to minimize exposure and contact, for your safety and ours.

When scheduling an appointment, all clients, as well as any caregivers or family members accompanying them, will be asked several health screening questions based on symptoms they may or may not have experienced in the past 14 days. The questions are based on [Centers for Disease Control and Prevention \(CDC\)](#) recommendations.

Clients are permitted to have one family member or caregiver accompany them to an appointment. Any person accompanying a client must be at least 16 years of age, and that person will be asked to remain in the atrium or to wait in their car for the duration of the appointment, if possible.

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

### At Your Appointment

Please note that although we are taking the highest safety precautions available, you will be entering the building at your own risk.

Appointment start times will be staggered by at least 30 minutes.

Please do not enter the building until your appointment start time, if possible, to limit the number of people in the building. If you drive to HSDC, you may wait in your car. If using public transportation, you may wait in the first floor atrium in one of the chairs situated six feet apart. You must maintain social distancing protocols from others not in your group.

At the start time of your appointment, you and your caregiver/family member may use the elevator to meet the clinician on the 2<sup>nd</sup> floor atrium. You will then receive a screening and temperature check prior to entering the waiting room area. Anyone with a temperature of 100.4° F or greater will not be allowed to enter the clinic and will be required to reschedule.

All staff will receive temperature checks prior to arriving at work each morning. If staff have a temperature of 100.4° F or greater, they will not report to work that day.

The clinician's and the client's hands will be washed at the start of the session, and hand sanitizer and gloves will be available throughout. Any non-essential touching will be avoided (e.g., handshakes, high-fives).

No food or drink is allowed in the atrium, waiting room, or therapy rooms. We encourage you to use the restroom at home before coming to HSDC.

Interpreters will be provided via Zoom or phone call in an effort to minimize the number of people in the room.

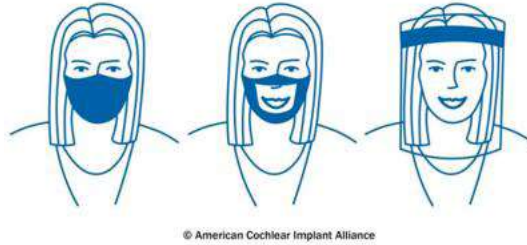
If you arrive late, the session will not be extended in order to allow time for adequate cleaning and client departure. Attempts may be made to modify services to what can be accomplished within the remaining time available.

### **Personal Protective Equipment and Infection Control**

All staff will wear face masks and shields while in the building.

All clients, and caregivers/family members accompanying them, are required to wear face coverings which properly cover their mouth and nose for the duration of the time they are in the building.

#### FACE COVERING OPTIONS



Proper hand hygiene (hand washing for at least 20 seconds or use of an at least 61% alcohol-based hand sanitizer) will be performed.

After each appointment, all surfaces touched, including desks, chairs, door handles, toys, and other therapy materials, will be thoroughly sanitized with an EPA-registered disinfectant. HEPA air purifiers have been added to the therapy rooms to increase air filtration and flow during and between sessions.

Thank you for your patience as we are all striving to keep you safe! We look forward to your next appointment!

#### Contact HSDC Audiology

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