

Welcome Back to HSDC

Our center is working to create policies that allow for the highest quality and safest service possible. Please be patient during this time. We appreciate your cooperation in our health and safety practices to ensure our clients and staff remain healthy and safe.

Before Your Visit

Please be advised that we are trying to minimize exposure and contact for your safety and ours. We are prioritizing telehealth (i.e., Zoom) and curbside appointments to the degree possible.

For individuals that require in-person services, they must:

1. Provide ID, and insurance card (if applicable)
2. Provide proof of vaccination
OR
3. Receive a negative COVID-19 PCR test (within 72 hours of any appointment) and provide a copy of the negative test results before or upon arrival at the scheduled appointment.
OR
4. We will provide reasonable accommodation for those who are unable to provide proof of vaccination due to a disability. ([King County's Equitable implementation and reasonable accommodation](#))
5. Wait for their scheduled appointment designated by the provider, and only enter the building at the time of the actual appointment check-in.

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

All clients and the caregiver/family member accompanying them will be asked several health screening questions based on symptoms they may or may not have experienced in the past 14 days based on the [Center of Disease Control](#) (CDC) recommendations when scheduling and during the appointment confirmation call.

Family members/caregivers accompanying clients to appointments will be limited to **one** person, and no one under the age of 12 will be permitted, unless they are the client.

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

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 15 minutes to the degree possible.

Clients and their caregiver/family member will be asked to wait in their car/outside until their appointment time to limit the number of people in the building. If using public transportation, they may wait in the first floor atrium in one of the chairs situated six feet apart. They must maintain social distancing protocols from others not in their group. Please do not enter the building until your appointment start time. The client and their caregiver/family member may come up to the 1st or 2nd floor waiting room at the start time of their appointment.

The client and their caregiver/family member will then receive a screening, temperature check, and show proof of their vaccination, or a negative COVID-19 PCR test within 72 hours of the appointment. *Anyone that does not provide proof of vaccination or a negative test, pass the screening, or with a temperature of 100.4° F or greater will not be allowed to enter the clinic and will be required to reschedule.* The accompanying caregiver/family member will be asked to remain in the atrium or to wait in their car/outside for the duration of the appointment, if possible, to reduce the number of people in the building.

All staff will complete a screening questionnaire and receive temperature checks prior to arriving at work each morning. If staff have a temperature of 100.4° F or greater or if there are any reported symptoms, they will not report to work that day. Staff that are experiencing symptoms or are out due to illness are permitted to return to the building only when they have received a negative PCR COVID-19 test.

The staff member'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, meeting rooms, or therapy rooms. We encourage clients and their caregiver/families to use the restroom at home before coming to HSDC.

Interpreters will be provided via Zoom, VRI, or phone call to the degree possible in an effort to minimize the number of people in the room at one time.

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.

Personal Protective Equipment and Infection Control

All staff will wear face masks/shields while in the building, regardless of vaccination status.

All clients and caregiver/family member accompanying them will be required to wear face coverings which properly cover their mouth and nose for the duration of the time they are in the building, regardless of vaccination status.

FACE COVERING OPTIONS



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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 meeting 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!