



Dear Canyon Kids Families,

June 1<sup>st</sup>, 2020

We are looking forward with anticipation to reopening our therapy offices and want to give you an idea of what this new normal will look like.

Our number one priority is the safety of our clients and team. As a result, our scheduling structure and new initiatives will lead to a somewhat different experience. We will still offer telehealth sessions if you are not ready to come into the clinic.

- **Contact-less check in at your car:** We ask that you call or text your therapist to check in for your child's therapy session and let us know the color and make of your car so we can meet you out front at your car. There will no longer be waiting in our waiting room due to social distancing guidelines. Your therapist will walk your child back to your car at the end of their session. If you need to come into our downstairs lobby please wear a mask.
- **Prompt Start and End Times:** Due to many of our new initiatives it will be important to keep appointments at the scheduled time to ensure flow. **Please plan to check in 5 minutes prior to your scheduled therapy time and pick up 10 minutes prior the end of your child's session.** Your therapist needs time to debrief with you and then clean the therapy room before their next session so please avoid being late for pick up. Due to social distancing and cleaning protocols we may need to shorten your session if you are later than your scheduled appointment time.
- **Health Checks:** Each member of the CK Team will have their temperature checked and before start of their sessions each day. If anyone presents with symptoms of any illness, they may not come to work that day. Likewise, before entry into our building your therapist will ask a few health questions and your child's temperature will be taken at the car. If the temperature is 99.6 or higher, we will reschedule your therapy session.
- **Limited Capacity:** Each therapist/child pair will work in their own therapy space. We will follow MD State Guidelines for social distancing. Once restrictions are lifted you will be notified in advance if there is a change in this plan. As a result, we will be staggering therapy times and allowing time between sessions for disinfecting and cleaning of all toys and equipment.
- **Person Limit During Therapy Sessions:** At this time to mitigate risk and follow guidelines we ask that only one parent accompany their child for their session if need be. For Initial Evaluations or Initial sessions only one parent should plan to accompany their child.
- **Masks:** Therapists will wear masks and protective eye coverings. Parents must wear masks and children over the age of 2 and those who can tolerate a mask will be required to wear them. We understand that it might not be possible for all children to wear masks for their sessions.
- **Socks:** Therapists and children should wear socks. Please send a pair of clean socks with your child. If they have socks with grip on them even better! Parents you will be asked to take your shoes off outside of the therapy room, so socks are advised.
- **Maintaining Flow:** Only two people from different households will be allowed in the elevators at a time. Therapy times will be staggered to allow for pick up and drop and cleaning between sessions.

**4833 Rugby Ave, Suite 101 | Bethesda, MD 20814**

**Phone: 301-523-0902 | Fax: 301-913-2939 | [contact@canyonkids.com](mailto:contact@canyonkids.com)**



- **Individual Sanitization:** Each therapist/child pair will wash hands upon entry and exit of office space with soap and water. Alcohol hand sanitizer will be used throughout the session as needed.
- **Equipment:** We will not use any shared tactile mediums like putty, playdough, rice bins, fabric pillows/swings and cloth, stuffed animals. Brushes, Lycra vests, body socks, wrist and ankle weights will be used once and washed per client. We also removed the ball pit from the office until further notice. We will be able to use our wooden swings and vinyl swings and have covered large pillows in wipeable case covers. Our mats will be wiped down between all sessions.
- **Sanitizing Equipment and Toys:** We will follow CDC Guidelines for sanitization of our therapy space. We will use 80% Alcohol Spray, Lysol Multipurpose Cleaner, Soap and Water and Bleach Solutions for cleaning our therapy space and various equipment used. (Please see attached)
- **Late/Cancellation Policy:** As a result of decreased capacity, it is more important than ever that you keep your scheduled appointment and if you need to cancel or reschedule you notify us 24 hours prior to your appointment time. If you are later than your scheduled appointment time and cannot be taken, we will consider this a cancellation. Please understand if your child or anyone in your household are showing symptoms of illness within the 24-hour cancellation period please call to reschedule your appointment or schedule a telehealth appointment. You will not be charged a cancellation fee.

When you are ready, we will look forward to seeing you all again! Please accept our hugs from afar and stay well! We thank you for your trust and cooperation in making Canyon Kids a safe and fun place to be this summer!

Thanks Again,

A handwritten signature in blue ink that reads "Christine T. Sproat MA, OTR/L".

Christine T. Sproat MA, OTR/L and The Canyon Kids Team

**4833 Rugby Ave, Suite 101 | Bethesda, MD 20814**

**Phone: 301-523-0902 | Fax: 301-913-2939 | [contact@canyonkids.com](mailto:contact@canyonkids.com)**