



The EasySpeak Clinic

“The Orchids” Strathclyde Crescent, St. Michael
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COVID-19 Reopening Protocol

Dear EasySpeak Family,

Once again we are faced with the crippling effects of this pandemic, as cases rise significantly, and adding to this, community spread is confirmed. We as a team have been continuously monitoring these developments, while planning and modifying the best protocols to allow us to provide our services to you in the safest ways possible. Our first priority is to ensure that everyone is protected as we navigate this new situation.

We have reopened the clinic using a staggered approach, to allow us to see how we can provide face to face services, while not letting our guard down as it relates to health and safety precautions. We have reduced the number of persons allowed in the clinic, introduced sneeze guards, maintain physical distance during parent coaching sessions, and continue our rigorous sanitization protocols between clients. The option to continue teletherapy however still remains available at this time.

We ask for your understanding as we figure out this process together. If you opt to begin face to face services, this is what you can expect:

1. Your child/ward will have their temperature taken and hands sanitized prior to entering the building. **Our waiting room remains closed** so we ask that you please wait in your car until it is your turn.
2. You will be asked questions about your family’s potential COVID exposure (e.g. travel history or contact with family members or other individuals who have tested positive). If you answer yes to these questions we ask you to remain on a 2 week hold for face to face services. Teletherapy may continue at this time. This is also the case if your child or any family members are experiencing symptoms of COVID-19.
3. At this time we are only allowing parents into the clinic if they are part of our parent coaching programs. Only one parent will be allowed in this case and he/she must wear a mask. Siblings will not be allowed inside the building.
4. Therapists may wear masks, face shields and gloves while in the treatment session.
5. Your child will be returned to your car at the end of the treatment session, and feedback will be provided via voicenote/ video. Where possible/needed we may also allow parents to video in on sessions.
6. Our bathrooms will be closed at this time. Patients in treatment can use the bathrooms, but parents and siblings cannot at this time.
7. Materials and treatment rooms will be sanitized between patients. We will not use materials that cannot be sanitized. Please do not bring toys from home to your therapy session at this time.

We will continue to keep you updated with any changes to the clinic procedures, and thank you for your continued understanding. Please do not hesitate to contact our office with any questions or concerns.

Sincerely,

The Easyspeak Team