Office Guidelines during COVID-19

Health

Safety

Communication

Care

5319 SW Westgate Drive Ste. 120

Portland, OR 97221

June 29, 2020

Dear Green Hills Pediatric Therapy Community,

We are excited to announce our re-opening after the difficult decision to move all our sessions to teletherapy during the outbreak of COVID-19. Our goal has always been to provide the highest quality of speech, language, and social language therapy to our clients. We believe communication is more important now than ever. We have missed you, and we welcome you back for continued care.

The health and safety of our clients as well as employees is something we are taking seriously. We can only provide our best care during this time if everyone is safe and healthy. The following document discusses our COVID-19 policy updates and guidelines. These guidelines are in place in order to keep parents, children, and employees as safe as possible when providing in-person care. These guidelines are in alignment with the CDC for both outpatient and daycare facilities, as well as Multnomah County’s rules and regulations.

Please review our guidelines and help us keep the community safe and healthy so that we can continue to provide the highest quality of care. Thank you for all your cooperation and support, we can’t wait to see you back in the office!

Sincerely,

The Green Hills Pediatric Therapy Team

Dr. Anna Waters

Amy Morse

Sarah Holmes

For Clients

**Attending your in-person visit:** Before coming in for therapy we ask that you do a self-assessment of your physical health.

1. Do you have a fever of 100 degrees or higher? If not, come on in.
2. Have you had any new or changing respiratory symptoms? Cough? Shortness of breath? Chest pain or tightness? If not come on in.
3. Have you been exposed to someone who has tested positive for COVID-19? If not come on in.
4. Have you been directly exposed to someone who showed visible signs or symptoms related to COVID-19? If not come on in.
5. Does anyone is your household have a fever or illness? If not come on in.

**Entering the Office:** Clients will now be entering the office through their therapist specific door. Dr. Waters is suite 120, Amy Morse is suite 124, and Sarah Holmes is suite 126. Entering through the correct door helps us cut down on unnecessary contact between different clients. Your therapist will direct you to the handwashing station once you come through their door.

**Face Coverings:** All adults that accompany children to their therapy session must wear a face covering or mask. If you have an underlying condition that prevents you from doing so, you will be asked to sit outside of the therapy room during the child’s session. Don’t have one? We have one for you.

**Social Distancing:** We ask that adults practice social distancing. Please maintain the appropriate 6-foot distance from our therapists as well as other adults and children that may be in the clinic during your visit. Children who are receiving therapy are not expected to follow social distancing guidelines from their therapist as it prevents us from providing our best care.

**Restroom and Building:** Face coverings are required in the hallways and restrooms of the building in which our clinic is located. Please exhibit common courtesy for other businesses and individuals who share our building by wearing a mask or face covering when using the restroom and walking through the hallways.

**Hand washing:** Upon entering the clinic for your visit we ask that you use the sink located in the office to wash your hands. A stepstool has been provided for children. Water, soap, and 20 seconds goes a long way in maintaining a healthy community.

**Infection Concerns:** We ask that if you are concerned about the health of you, your child, or someone that you have had close contact with, that you report it to our office and continue therapy via telehealth for a minimum of 7 days and confirm that no symptoms are persisting.

For Employees

**Employee Health Checks:** All in-office employees are required to perform a health screening upon arriving to the clinic each day. These check-ins are to be recorded on the spreadsheet provided.

1. You must check your temperature using the thermometer in the office and record it.
2. Do you have any new or changing respiratory symptoms?
3. Have you had contact with anyone who has tested positive for COVID-19?
4. Have you attended an event with more than 25 people?

**Handwashing:** Wash hands when entering and re-entering the clinic. Wash hands after every therapy session and before the start of the next session.

**Face coverings:** Therapist are required to wear clear face shields during in-person sessions. These shields protect both the child and the therapist from saliva particles but allow the children to see the therapist’s mouth and face.

**Surface cleaning:** After each session it is required that you wipe down the table and chairs that were used during the session with sanitizer that meets the requirements of the CDC.

**Toy/Game/Therapy tool cleaning:** All physical materials used during a therapy session must be cleaned and sanitized with appropriate CDC cleaner after each use. This includes all materials that were touched by therapists, children, or parents.

**Face Shield Cleaning:** After each session, therapists must wash their face shields with soap and warm water. After a day’s use, face shields must be swapped out and left to sit for 24 hours before reusing.

**Computers/Ipads/Phones:** Disinfecting of technology should be done twice a day. Once during your lunch break and again before leaving the clinic. Use good judgment, if you are concerned about germs and viruses on your technology due to contact with unwashed hands, take initiative and disinfect it more frequently. Remember that you put your phone to your face.

**PROMT Therapy:** As therapist begin performing PROMPT therapy again, we require that therapist wear a new set of disposable nitrile gloves.

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Office Protocols

**Hand washing:** Upon entering the clinic, all individuals must wash their hands with soap and water for 20 seconds.

**Surface Cleaning:** At the top of every hour, our office administrator will disinfect all doorknobs and frequently touched surfaces.

**Face Coverings:** All individuals over the age of 12 are required to wear face coverings or masks over their mouth and nose when in the clinic unless they are receiving therapy or have an underlying condition that prevents them from doing so. If an individual is unable to wear a face covering or mask, they will be asked to sit outside the therapy room during the child’s session. Therapists will wear face shields and our office manager will wear a face covering when performing necessary tasks in the clinic. Face coverings are required in the hallways and restrooms of our building.

**Social distancing:** Social distancing must be observed by all individuals, at all times. The only exception to this is for children and their therapist during their session.

**Reporting Health Concerns:** If you, your child, the adult that brings your child to therapy, someone you live with or someone you have close contact with is experiencing symptoms of illness particularly a fever you must contact our clinic immediately and move your sessions to teletherapy until you can confirm that symptoms are not persisting.

**Positive COVID-19 Cases:** If you, your child, the adult that brings your child to therapy, someone you live with or someone you have close contact with tests positive for COVID-19 you must notify our clinic **immediately**. If there is a positive case of COVID-19 in the Green Hills Pediatric Therapy community, we will close the clinic and move all sessions to teletherapy for a two-week period to assess the health of therapist and their clients. This protocol will also stand if one of our employees tests positive or has contact with someone who tests positive.

**Planning for Uncertainty:** None of this is easy for anyone. We do not hold all the answers and we cannot predict the patterns and outcomes of the virus. We are dedicated to doing everything we can to protect all individuals in our clinic community. As the spread of the virus continues to grow, we cannot guarantee the permanent re-opening of our clinic. If numbers rise to overwhelming concern, we will close the clinic and practice the continuation of care via teletherapy. These are incredibly difficult and complex decisions to make but we are dedicated to our work and to the health and wellness of our community during these times of uncertainty.