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Dear Clients:

As you know, COVID-19 has interrupted our lives and forced us into a new reality. The Team at Creative Development cares about each and everyone's safety and health. We are taking steps to ensure that you, as well as staff, are safe and healthy when providing treatment. We apologize in advance for any inconvenience this may cause, but please keep in mind that your safety and welfare are our greatest concern. New policies and procedures, which are based off of the CDC Guidelines, will be put in place effective: May 26, 2020, regarding treatment services during COVID-19.

The following policies have been implemented

1. **Social Distancing and use of Masks or Cloth face covers** will be followed and used while being treated on premise, whenever possible.
 - a. Social Distancing means avoiding large gatherings and maintaining distance (approximately 6 feet or 2 meters) from others.
 - b. All Staff and Clients should wear mask or cloth face covering during direct care while in the facility, unless the child is under the age of 2 or conflicts with his/her medical condition.
2. **Client Screening: Questionnaire and Temperature Check at time of appointment**
 - a. If yes to any questions, telehealth service will be offered as the appropriate option:
 - i. Have you been in contact with someone known to have COVID-19 in the last 14 days?
 - ii. Have you personally had COVID-19? If so, have you been released by your physician to return to regular activities?
 - iii. Have you been told by a public health official that you may have been exposed to COVID-19 in the last 14 days?
 - iv. Have you experienced any of the following symptoms within the last 14 days?
 1. Fever
 2. Cough
 3. Sore throat
 - b. Do you have any current symptoms of illness?

3. **Client/Caregiver should call and cancel if you develop any symptoms prior to the visit.**
 - a. Cancellation fees will be waived during this crisis and telehealth appointment may be scheduled.
4. **Temperature Check of clients prior to treatment upon arrival.**
5. **Proper Hand Washing upon arrival and before leaving session.**
 - a. Washing hands frequently for at least 20 seconds, avoiding touching mouth and nose, avoiding close contact with others, cleaning and disinfecting surfaces, using cough and sneeze etiquette, and staying at home when sick.
6. **Clients can only enter treatment area with a staff member.**
7. **Clients/Caregivers should call from parking lot on arrival.**
 - a. To minimize unnecessary physical contact; we encourage caregivers to wait in their cars during appointment.
 - b. If parent/caregiver must come into the waiting room, mask should be worn unless the child is under the age of 2 or conflicts with his/her medical condition.
8. **We continue to offer both in-clinic and telehealth services as options.**
 - a. Telehealth services are for those who feel more comfortable being home and for those who need to cancel in-person visits. Telehealth is currently covered by insurance plans.
9. **Cleaning and Disinfection Protocol has been put into place.** All equipment and treatment rooms will be cleaned and disinfected between appointment visits and frequently throughout the day.
10. **Staff's Temperature will be taken on a daily basis upon staff arrival.**

We thank you for your patience and understanding during these trying times and look forward to providing treatment in a safe manner. We understand that you may not be in agreement with all protocols outlined but "We are in this together" and are adhering to the recommended CDC Guidelines as well as our national organizations' recommendation with minimal interruption of therapeutic services. If you do not feel comfortable with in-person services at this time, we are happy to continue with telehealth services. These services have been safe, effective and fun for our families. If any questions or concerns please do not hesitate to reach out to us at 860-284-9779.

Best,

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