

Office Re-Opening What To Expect At Your In-Person Appointment

Please read our COVID-19 policies outlined below in order to prepare for your in-person office visit. It is important that we all feel safe. We look forward to seeing you!

- 1) All clients and accompanying caregivers will be screened for symptoms of COVID-19 using the following:
 - Email/text self-screen to be completed by client and accompanying caregiver within 24 hours of their appointment (e.g. the evening before your appointment or the morning of your appointment)
 - Screening by therapist (including temperature check) upon entry into the office at the time of the appointment

**Clients/caregivers with visible or reported symptoms of COVID-19 will be asked to delay their visit to the office and will instead be instructed to contact Telehealth Ontario at 1-866-797-0000 and/or visit an Assessment Centre for testing.
- 2) Clients visiting our office will be limited to 1 accompanying caregiver per client in order to limit the number of people in our office at any given time. Please do not bring siblings to the appointment.
- 3) Clients and accompanying caregiver must remain outside the office building until instructed to enter by their therapist. Text/call your therapist or ring the doorbell (on outside office building door) to let your therapist know you have arrived. Please allow your therapist several minutes to open the office door.
- 4) All visitors must sanitize their hands immediately upon entry into the office.
- 5) Children under the age of 5 are not required to wear a face mask (but may do so if they wish). Children 5 years of age and older are encouraged to wear a face mask if tolerated (or for as long as is tolerated by the child).
- 6) All accompanying caregivers are required to wear a mask or face covering for the duration of the appointment.
- 7) Please come with your own face masks – they do not need to be medical grade. Masks will be provided to clients and accompanying caregivers if they do not have their own. Please wear your mask upon entering the office.
- 8) Therapists will be required to wear a mask during the appointment. Therapists are not required to wear gloves unless touching the client's mouth/face. However, you may request that your therapist wear gloves if you wish.
- 9) Accompanying caregivers will be asked to stay in the therapy room with their child or wait outside of the office building in their vehicle.
- 10) Waiting room materials and amenities (e.g. toys, books, coffee/tea/juice) have been removed for safety/hygiene purposes.

- 11) Shared washrooms are open and are disinfected/cleaned by the landlord service provider as frequently as scheduling allows. Please use proper hand hygiene when using the washrooms. If clients or caregivers need to use the washroom during their appointment, they will be required to re-sanitize their hands upon re-entry into the office.
- 12) Scheduling – A limited number of in-person appointments will be available at the office, as only one therapist will be working in the office at a time. Appointment times will be pre-determined by your therapist, based on availability. Appointments will be booked for a minimum of 45 minutes – this includes screening time, therapy time, payment, and all other required COVID procedures as outlined by our regulatory college (CASLPO). We will also schedule 15 minutes in between each appointment to allow for additional cleaning and disinfecting (e.g. therapy room, toys, etc).
- 13) Therapy rates - \$95 for 45 minutes with a Communicative Disorders Assistant (CDA), \$105 for 45 minutes with a Speech-Language Pathologist (S-LP)
- 14) Payment & receipts – All payment options remain available for in-person visits (i.e. cash, credit, debit, cheque, e-transfer). All receipts will be provided via email.
- 15) Cancellation policy – Our pre-COVID cancellation policy remains in effect. (You must cancel your appointment prior to 8:00AM on the day of your appointment in order to avoid a late cancellation fee of \$30. If there is any doubt regarding COVID symptoms, please cancel your appointment.)
- 16) “Flexible location therapy” – Please be advised that, although we may offer in-person services now, we may be required to switch back and forth between in-person and online services as the COVID pandemic unfolds and new regulations are set out by the government. We ask that all clients remain flexible and open to different forms of therapy during this transitional time.
- 17) Meggan Levson and staff reserve the right to withdraw in-person services at any time if it is determined that there are concerns regarding safety and/or logistics (e.g. scheduling, attendance, etc.)

Acknowledgement and Agreement

Child's Name: _____ Child's DOB (DD/MM/YYYY) _____

Name of parent/guardian (please print): _____

Mobile phone number: _____ Email address: _____

I have read and understand the above information. I agree to the COVID-19 in-person office policies as outlined above.

Parent/guardian signature: _____ Date: _____