



COVID-19 Re-Opening

Check-In Policy and Appointment Process, v.1 **South Tampa Office**

Check-In Policy:

- ☐ Arrive to our office parking lot at least 10 minutes ahead of your appointment time to ensure the appointment starts on time.
- ☐ Call our office number to check-in: 813-616-4004.
- ☐ Carmen will check your appointment in via our EMR system; she can do this regardless of the office location. To expedite this process, please first provide the therapist's name, then your child's name. Whether you reach Carmen live OR are prompted to leave a voicemail, she will be immediately notified and check in your child accordingly.
- ☐ Do not enter the building until your appointment time begins. Hand sanitizer will be available as you enter the office; please use it upon entering the office.
- ☐ As you enter the building, wait quietly in the waiting area, abiding by social distancing markers indicated outside and inside the office until your therapist meets you. Your therapist will inform you prior to your appointment where to wait once you arrive; a sign with her name will be posted in a designated area of the "waiting" room for you to proceed to where she will be able to complete your Check-in Screening.
- ☐ Our waiting rooms are closed. Waiting in our lobby where social distancing cannot be maintained will not be permitted at this time.
- ☐ If you will not be accompanying your child into the therapy appointment, please wait in your car. If you are accompanying your child to therapy, we ask that only 1 parent be present to continue to reduce exposure during this time. We also ask that parents wear masks to any therapy sessions they are attending; you will be required to bring your own mask. If you do not have a mask, you will be asked to wait in your car.
- ☐ Children are not required to wear masks, however, clients can wear that at their discretion.
- ☐ In order to resume in-office appointments, each family will be required to sign a Client Screening Questionnaire agreeing that you will not come to our office if you can answer "yes" to any of the questions at the time of each of your appointments. Your therapist will verbally confirm this each appointment as an added safeguard.
- ☐ Your therapist will use a contact-free thermometer to check temperatures and walk you and/or your child into the office for therapy.
- ☐ Upon entering the office, your therapist will take your child to wash his/her hands immediately with soap and water before the session begins.



ALL ABOUT SPEECH & LANGUAGE

Appointment Process:

- ☐ Sanitizer will be available upon entry into our office buildings, all are expected to use it until they are able to wash hands with soap and water.
- ☐ A social story will be available for any clients that need it regarding the in-office changes during this time.
- ☐ We will plan to use this opportunity to continue to reinforce the practice of good hygiene by washing hands for 20 seconds prior to beginning therapy and additionally if any situation prompts re-washing of hands after a session has begun, avoiding touching your face, and sneezing and coughing inside a tissue or your elbow. We ask that designated hand washing areas not be crowded and social distancing be maintained while waiting to use sinks in the building. Signs will be posted to visually remind everyone of the expectations.
- ☐ Therapists will be wearing masks for the safety of them and you and will only remove if 6 feet of social distancing can be maintained and/or it is crucial for the child to see their mouths to further the therapy process. We request that an attending caregiver also wear a mask if they are attending appointments inside the office. You will be required to bring your own mask. If you do not have a mask, you will be asked to wait in your car.
- ☐ If your child mouths toys, we ask that you bring a toy or two from home for this purpose and we will utilize our supplies and toys as needed to promote the therapy process. We would like to limit mouthing of toys at our office that are used by multiple children. Note: all toys will go through rigorous cleaning protocols after each therapy session.
- ☐ Therapy sessions will end at the normal wrap-up times (5 minutes early for 30 minute appointments and 7 minutes early for 60 minute appointments); however, the wrap up will take place via email rather than face to face to further support social distancing and to limit overlap of clients in the offices. Wrap up check-ins will be discussed/determined with your therapist directly going forward to identify the best way to follow up on session(s) during the week. These wrap-ups will be brief, highlighting the must-knows of the session or home practice. Thank you for your understanding during this time of transition.
- ☐ Wrap-ups will take place in a different format at this time. Please see point 6 for further information.
- ☐ If you feel sick, stay home and follow the advice of medical professionals; you must be symptom free for 24 hours, without medication, before you return to the office. Our office policy on sickness still applies as it did PRE-COVID for any illnesses. If you are unable to attend an appointment, please note that we will do our best to reschedule. Rescheduling via teletherapy, if it is a fit for your child, will also be available.



— ALL ABOUT —
SPEECH & LANGUAGE

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South Tampa Office

By signing this page my family is acknowledging receipt of the preceding two pages outlining expectations and requirements surrounding the check-in policy and appointment process as AASL re-opens its office for in-person appointments after closing due to the coronavirus pandemic.

I understand these policies and processes are subject to change as AASL navigates the new norms associated with COVID-19 and as the pandemic continues to progress in nature and guidelines change as communicated by the CDC, OSHA, and state and local governments.

I will retain the first two pages for reference and this signed page will be saved in my chart.

Client's Name: _____

Parent/Guardian's Name, if applicable: _____

Signature: _____ Date: _____

Therapist's Signature: _____ Date: _____

Date of first in-person appointment: _____

Phone: 813-616-4004; *Fax:* 813-330-7967
Email: info@aaspeech.com; *Website:* www.aaspeech.com