

Dear TeeKoz Kid families,

We hope this letter finds you and your family in good health. Our community has been through a lot over the last few months, and all of us are looking forward to resuming our normal habits and routines. While many things have changed, one thing has remained the same: our commitment to your safety, health and well-being. As we prepare for the time when we will reopen our offices, infection control processes will be in place so that when you receive care, it's both safe and comfortable. We are following the directives of infection control recommendations made by the *U.S. Centers for Disease Control and Prevention (CDC)* and the *Occupational Safety and Health Administration (OSHA)* so that we are up-to-date on any new rulings or guidance that may be issued.

**You will see some changes when you do return to our clinic; we made these changes to help protect our client families and staff.**

- Our office will communicate with you beforehand to ask some screening questions. You will be asked those same questions again when you are in the office.
- Prior to the session, you and your child will be asked to wash hands in the bathroom and will have your temperature read via an electronic thermometer. You will also find hand sanitizer in the reception area and other places in the office to use as needed.
- For this interim our waiting room will no longer offer non-essential items like magazines, brochures, children's toys and so forth since those items are difficult to clean and disinfect. Additionally, you will see we have eliminated some chairs in the waiting room for safer spacing.
- Appointments will be managed to allow for social distancing between families. That might mean that you are offered fewer options for scheduling a session and may be seen in any one of our suites. We will be leaving time between sessions to do a thorough clean of items used.
- You will see that our staff will have access to some Personal Protective Equipment (PPE) for everyone's safety.

As we look to begin a slow reopening in the next couple of weeks, we invite you to reach out to your direct therapist to discuss scheduling options and availability. While we are honoring our role in carrying out essential therapeutic services, we also understand that everyone is navigating this time differently and at their own pace. We want you to know the option for in-person sessions will be available beginning the 25th of May, with above precautions being taken. We are closely following the directives of the local and state government to ensure the safety and health of all of our families and therapists. For those not yet ready or able to attend in-person sessions, we continue to welcome and make available telehealth, parent consultation and phone calls as we navigate this time together.

We look forward to seeing you again and are happy to answer any questions you may have about the steps we take to keep you, and every family, safe in our practice. Please feel free to contact us by your therapist's direct email or our company email [info@teekozkids.com](mailto:info@teekozkids.com). We value your trust and loyalty and look forward to welcoming back our families!

Sincerely,  
TeeKoz Kids Team