



Questions and answers related to therapy provided at CTC during COVID-19:

What will be different from when my child received services before COVID-19?

We now have blocked off time on each therapist's schedule to allow for cleaning in between every child. This creates limits in our scheduling that previously did not exist. We have a waiting list if you request a specific day/time that we do not currently have available. Staffing has changed so it is likely your child will receive therapy from one of our other very qualified and compassionate therapists. Appointments are still 30 minutes long but now start on 15 minute intervals instead of 30 minute intervals to allow for greater social distancing and less congestion at points of entry/exit at our buildings. (i.e. appointments used to be at :00 or :30; now they start at :00, :15, :30 or :45 minute marks within the hour).

What measures will be implemented to ensure my child's safety?

- All individuals, including the children, will be screened for COVID-19 symptoms, including a temperature check, prior to being allowed entrance into CTC upon each visit.
- Staff will wear a procedural mask and eye protection to protect your child and themselves
- Anyone in the building is required to wear a mask; this includes your child as tolerated
- CDC cleaning guidelines are always followed and more frequent cleanings of high touch surfaces will take place throughout the day
- Designated workspaces for therapy to take place that maintain >6 feet social distancing and limited exposure to other individuals in the building
- Siblings are not permitted to accompany any adult that needs to be with their child in therapy
- Only one adult is permitted to accompany their child into therapy, adult must wear mask
- Washing or sanitizing of hands by everyone, your child included, before/after each session
- Cleaning breaks on each therapist's schedule between every child

What do we do when we arrive for our therapy sessions?

1. Once you park, call our office at 724-942-6100 at McMurray and 724-579-1030 at Washington
2. Provide your cell phone # as our front office asks you COVID-19 screening questions
3. Our office will call you when the therapist is ready to see your child
4. Put a mask on you and your child and meet the therapist at the entrance; maintain 6 feet distance
5. The therapist will take your child's temperature with a no touch infrared thermometer
6. The therapist will provide therapy to your child in a safe environment
7. Please wait in your vehicle until your child's therapy session has concluded
8. Waiting rooms and playground areas will be closed.
9. Put on your mask and meet your child and the therapist at the designated exit

What if my child received group therapy or aquatic therapy?

Due to social distancing guidelines and our goal to keep everyone safe, we will not be able to provide in-person group based therapy. Aquatic therapy will also not be able to be provided due to the inability to social distance in the pool along with the inability of staff and children to wear masks and appropriate PPE to reduce potential transmission of COVID-19.

Do you offer teletherapy or virtual therapy visits?

We are currently not able to offer this therapy service.

How do I schedule an evaluation for my child?

We are taking new referrals. Please contact our office to schedule an appointment for your child. We look forward to providing the necessary services for your children.

Best regards,
Washington Health Systems Children's Therapy Center

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