

Families of Children's Therapy Center (CTC),

We hope this message finds you and all of your family members in good health.

Staff at CTC would like to THANK ALL OF YOU for helping promote and maintain a safe environment for your child to receive therapy and for our staff to continue to work. It is great to see how each of us is putting other people's safety as their priority each day and with each interaction we have during the Pandemic.

Although we are doing a great job with minimizing risks in our buildings, we want to share a few areas where we think we can still improve on to keep all children, families and staff members as safe as possible.

Here are some things we know you will begin or continue to do to support this effort in our CTC community:

1. All adults MUST wear a mask and maintain 6 feet distance for the safety of our staff and other families around you. This includes:
 - While escorting your child to/from the entrance/exit of our buildings
 - When speaking to your child's therapist before/after their therapy session
2. All children attending therapy should be wearing a mask.
 - If your child wears a mask in school or any other environment, they are *required* to wear a mask at CTC
 - Children < 2 years of age are not required to wear a mask per PA DOH / CDC guidelines
 - *Only* children with documented breathing problems or a letter from their child's doctor are excluded from wearing a mask into our facilities
 - For children receiving articulation based Speech Therapy requiring intermittent sight of the therapist and child's mouths, we have plastic face shields for staff and children and add 6 feet of distance between the therapist and child.
3. After calling our office and answering the screening questions, please walk your child to/from the entrance/exit of the building at their designated therapy beginning/ending times
 - Therapists are not permitted to walk your child from/to your vehicle
 - Please be on time for pick-up of your child at the conclusion of their therapy time
 - Please adhere to the Washington Health System No Smoking policy around the entrance to our facilities
 - In anticipation of the impending weather changes, each location will have approximately 4-6 floor marked areas (no chairs) in our waiting rooms for 1 parent/caregiver to drop off / pick up their child (siblings are not allowed to wait in the building with you) – entering the building is optional, not required; if there are no open marked areas, please wait outside until one becomes available before entering the building; *please plan on entering no more than 2-3 minutes before the start or conclusion of your child's therapy session.*
 - Anyone entering the facilities MUST continue to call to be screened before entering the building
4. Please call our office if your child is unable to attend one of their appointments.
 - Our therapist's passion is to help your child. When you "no show" for a scheduled appointment without calling to cancel, the skills of our therapists are wasted as they sit idle
 - If you provide us advance notice, we are able to call other children to fill that appointment time so they can get the services they need
 - No showing for appointments also puts your child in jeopardy of losing their regularly scheduled day/time in accordance with our attendance policy

We THANK YOU again for letting us care for your child and we look forward to continuing this partnership with you all to provide a safe and therapeutic environment today, tomorrow and in the future.

Best regards,

Washington Health Systems Children's Therapy Center

November 23, 2020