



May 5, 2020

Dear Lakeshore Families,

The following letter details our preparations as we cautiously but optimistically re-open the office starting the week of May 18th.

The office will reopen May 18th on a limited basis. We are carefully considering everyone's safety and strive to adhere to the social distancing mandates. There are some new guidelines we must follow and for now, they will be our "new normal."

1. Door to door drop off. Families can drive up to the curb and the therapist will meet you at the car. Your child will be ushered inside. Hands will be washed before and after therapy. After the session is over, your child will be brought back outside to you at the curb. (You may opt to wait in your car in the parking lot, just let your therapist know.) **Nobody will be permitted to wait inside the office at this time.** Therapists will wear masks, however, masks may need to be pulled down intermittently to provide models for language or speech production.
2. There are some instances in which the parent needs to participate in the therapy session with their child. For example, if a child is very young. One parent will be allowed to attend the session with their child. The parent must wear a mask and adhere to the office handwashing policy.
3. Therapy will not commence if the patient has or has had a runny nose, cough, fever, etc. within the past 72 hours. If a patient is visibly exhibiting any of the above, therapy will be cancelled.
4. You will not be charged for 24 hour or less cancellations if there is a medical reason, i.e., signs of illness. Missedno callno show appointments do not apply to this waiver.
5. Only one therapist will be in the office at a time. Sessions will be scheduled 15 minutes apart. This gives our therapist time to clean the therapy area and materials in between appointments.
6. For patients who choose to convert back to in office -OR- for those that were on hold and wish to resume in office, please note that days and times will be