



COVID-19 Safety Procedures

Our Staff:

Each member of our team will be screened for COVID-19 symptoms at the start of each day and will be practicing social distancing and mask wearing while inside the office. All staff will have access to all appropriate PPE and sanitizing supplies.

Masks:

We ask that all those medically able please wear a mask while inside our office. Given that we provide pediatric therapy services, many of which require being able to see each other's faces and mouths (ie. feeding therapy, speech therapy), we will be taking an individualized approach to mask wearing for the children being treated. We may use a face shield or other means of protection if a mask is not able to be worn during the treatment session. This will always be discussed with the accompanying parent or guardian before a decision is made to remove masks.

Other PPE:

During Feeding Therapy sessions, our staff will be wearing face shields and gloves in order to minimize exposure and contact.

COVID-19 Screening:

All families will be required to complete a symptom screening prior to entering our center. The screening will be posted on the building next to the check-in list, and is also posted on our website (<https://santoshawellnesskzoo.com/covid-19-procedures>). If you or your child is symptomatic, we ask that you please reschedule your appointment to telehealth (if able) or to a later time to ensure everyone's safety.

Outside Food:

We ask that no outside food is brought into the clinic, unless it's a pre-planned snack with your child's therapist or food to be used for Feeding Therapy. *All* food for feeding therapy will be required to be brought by the child's family.

Feeding Therapy-Specific Procedures

- Face shield and gloves will be worn at all times by the treating therapist
- Only disposable dishes and utensils will be used by the therapist and offered to the child; family is welcome to bring their own dishes for the child to use but must bring home after each session.
- Only one caregiver to accompany child, and must wear mask if medically able
- Surfaces will be sanitized immediately before and after each session

Checking in for Appointment:

- There will be a sign posted on our building's door (The East Atriums) with clear instructions for how to safely check in for your child's appointment
- You'll be directed to text or call a number associated with your child's therapist, then they will have you meet them at our suite door, where they will walk you back to the treatment room.

Waiting

- Our waiting room will be *closed* at this time, so we ask that if you are not going back with your child for their appointment, please wait in the building's atrium, in your car, or outside on the building's property. We require that all families stay on the premises for the full duration of your child's appointment.
- We will have wipeable toys and coloring pages for families waiting outside to use. We will have cleaning spray to wipe down before and after use and will ask families to take responsibility for cleaning.
- Please plan accordingly knowing that at this time, we will not be allowing siblings to join for a child's appointment.

Appointment Structure:

- All appointments will be done in a private treatment room; no shared spaces will be used
- We will only be allowing the child's parents or accompanying guardian back into the therapy session so as to minimize exposure and contact.
- All equipment will be sanitized before and after each child's appointment.
- We will do outdoor sessions when able.

Payments:

All payments will be done remotely. We will be asking families to save their credit card in our secure system so we can auto-run co-pays and co-insurances at the time of your child's appointment. You'll receive a consent form for this at your child's first in-person appointment. If you are not comfortable saving your card, we ask that you call the office to pay your co-pay at the start of your child's appointment. All larger payments, such as deductible and additional account balances, will be paid through monthly statements you receive in the mail.

Possible or Known Exposure:

- If a staff member has had possible exposure to someone awaiting COVID-19 test results, *there are no official procedures put forth by any guiding agency for this scenario*. Santosha Wellness' policy will be as follows:
 - Staff member to alert management as soon as possible exposure is known
 - All the affected therapist's appointments will be shifted to Telehealth, and that staff member will be highly recommended to get COVID-19 testing
 - Once test results are in, will follow Positive COVID-19 Test Protocol as outlined below if the test is positive. If the test is negative, we will resume the schedule as normal.
- If our office is made aware that anyone who was at our center had a known exposure to COVID-19 or had a positive COVID-19 test, we will work with the Kalamazoo County Health Department to ensure all those at risk are notified and we will follow all procedures necessary depending on the situation.
- If a child / someone who was in our clinic has tested positive for COVID-19 or had known exposure to someone who is COVID-19 positive, they are required to contact our office to let us know. All staff who had known exposure (> 15 minutes of less than 6 feet apart, no masks) will be required to quarantine for 14 days since that known exposure
- Office will complete contact tracing for all those who had contact with the COVID-19 positive client / accompanying family from 2 days prior to symptom onset to present.

We are in close contact with the local health department as well as with the State of Michigan to ensure that we are going above and beyond with our opening plan and safety protocols. The safety of our staff and our clients is of utmost importance to us and will guide our every decision.