

## **COVID Office Updates:**

**Updated January 20, 2021**

The Center for Creativity and Healing is doing our part to keep our staff and clients safe and healthy in the midst of the COVID-19 pandemic.

With the current wide and fast spread of COVID-19 we are asking clients to **please alert our office as soon as possible to reschedule your appointment(s) or move your appointment to a Zoom session at no cost if you are experiencing the following symptoms:**

- Fever or chills
- Cough
- Shortness of breath or difficulty breathing
- Fatigue
- Muscle or body aches
- Headache
- New loss of taste or smell
- Sore throat
- Congestion or runny nose
- Nausea or vomiting

Also, due to Mecklenburg County Health Department's latest directive we are requesting that, until further notice, all individual adult appointments should be held over Zoom. If you are an adult client with an upcoming confirmed office visit please be advised that you may be asked to switch your visit to Zoom.

Lastly, we would like to provide a friendly reminder that masks and/ or face shields should be worn by clients and staff at all times while at the practice. This includes in the waiting area as well as in sessions.

If you have any questions pertaining to our office's current policies pertaining to COVID-19 please feel free to read below for our past updates and policies that have been enforced or contact our office.

We thank you for your cooperation during this challenging time!

## **Updated October 22, 2020**

As a friendly reminder, **when arriving at The Center for Creativity and Healing, we do ask for you to wear a mask.**

If you forget your mask, please call our office or contact your therapist and we can supply you with a single-use mask.

If you have a medical exemption, we do ask you to coordinate with your therapist to ensure no other clients will be in the waiting room during your appointment or waiting time, or that you or your child may come straight to your session.

We can retrieve you and/or your child outside our waiting room, from your vehicle, or outside our office.

Given the increased concerns about viral spreading and an increase of clients and families in the office waiting room, **we are now limiting the number of people in the waiting room to 4.**

You may utilize the following areas if waiting:

- Waiting room with mask (if 4 or less others)
- Outside the waiting area in the chair outside the office door
- On the first floor there are chairs
- In your vehicle
- Outside in our courtyard.

Please let us know if you have any questions

Thank you in advance for your cooperation during this challenging time.

## **Updated on August 11, 2020:**

- Every room now has a running air purifier, designated to circulate the air and filter germs.
- As a friendly reminder, please wear a mask in our waiting area. We are working to stagger appointments so you and your family are the only present parties in the waiting area; however, in order to best protect yourself and our staff, we ask you to wear a mask until moving back to the office with your therapist.
- We continue to regularly disinfect and sanitize all areas of the office.
- If you have an appointment at our office and are presenting any flu-like symptoms, including a fever, cough, or trouble breathing, or have been in contact with someone who has tested positive for COVID, please contact our office to reschedule your appointment to a phone or video session to protect others.

**Updated on June 2, 2020:**

The following office procedures in place during this time of transition. The following measures have been in effect:

- Therapists have created buffers in between client appointments to eliminate multiple individuals in the waiting area.
- Continual sanitizing of the office doors and common areas.
- Continual sanitizing of all play rooms, toys, and common use surfaces.
- Continual access to hand sanitizer for all clients in office.
- If you forget your mask and need one, we can provide you with an individual single-use mask to wear in session.
- Any snacks offered or provided are handled exclusively by the therapist who has washed hands in between sessions and before serving. This includes items from the candy/sticker area.

You have the following options when scheduling appointments:

- Keep your appointment as a Zoom or call.
- Stay in your car until the appointment time, instead of waiting in the waiting area.
- Weather permitting, you can have your session outside in our courtyard, which has a table and chairs.
- Your therapist may escort a child client to and from the front of the office building before and after session.
  - Please let our office or your therapist know if you elect this option so we may plan accordingly. We ask for the best cell phone number to reach and make and model of your car.

We also ask that if you or a child has a latex allergy, that you please alert your therapist.

Please let us know how to best assist in scheduling your appointments. Thank you!

**Previous Announcement:**

The Center for Creativity and Healing would like to send you information on the precautions that are being taken given the Coronavirus pandemic, as our office remains open to provide services to clients. We have placed the following procedures into practice:

- Scheduling clients with a buffer between sessions to allow less contact in the waiting area.
- Continuous cleaning and disinfecting of office areas and play rooms.
- You may have already noticed in the waiting room, but we also have an automatic Lysol disinfectant machine that sprays every 15 minutes.

We are also offering to provide telemental health counseling or phone sessions. If you are interested, please complete the following necessary electronic consent form:

<https://intakeq.com/c/5d2c8e0b2604a7368c44757b>

Once complete by all necessary parents/clients, we will then be able to send you the link for your telecounseling session.

If you would like to cancel any appointment, please follow office policies and let our office know as soon as possible.

For everyone's safety, we please ask to not attend any sessions in person if you are experiencing any coughing or have a fever. You will not be charged for late cancellations for this reason.

Please remember if you are cancelling less than 24 hours, to please call the office, rather than email to ensure a timelier notice.

If you have any questions or concerns, feel free to contact us at 704-523-5567 or email us at [officeadmin@tcfch.org](mailto:officeadmin@tcfch.org)

Thank you!

The Center for Creativity and Healing Staff