

Puzzle Pieces, LLC

COVID-19 Protocols and Procedures

Thanks so much for your patience while we worked on making the Puzzle Pieces a safe place for office based sessions. Please familiarize yourself with the following protocols and procedures:

- 1) **Only one adult** may accompany the child to the appointment. Siblings who also have an appointment are permitted to wait, however **NO other children** are allowed in our waiting room.
- 2) Please arrive in our office **at your appointment time**. We ask that if you arrive at our parking lot early you please wait in your car until 5 minutes before your scheduled session.
- 3) **Please use the hand sanitizer provided** outside of our office suite before you enter.
- 4) **Masks are required** during the entirety of your appointment.
- 5) **Distancing guidelines** must be adhered to and there will be no physical contact (e.g. high fives, hugging).
- 6) We are encouraging parents to **wait in their cars** to reduce the capacity of our waiting room if that is possible for you and your child.
- 7) If you are using our waiting room, please sit in one of the designated areas and leave your mask on at all times. **No eating, drinking, or phone calls.**
- 8) Caregivers are permitted in treatment rooms with their children if that is clinically best practice.
- 9) **Your Responsibility to Minimize Your Exposure**

To obtain services in person, you agree to take certain precautions which will help keep everyone safer:

- You will only keep your in-person appointment if you and your family members are symptom free. If anyone is exhibiting any signs of illness (elevated temperature, congestion, sneezing, coughing, difficulty breathing, vomiting, GI distress, sore throat, headache, body aches) prior to a session, the session must be transitioned to a telehealth session until signs of illness have resolved or a negative test result has been shared with the clinic.
- If a resident of your home tests positive for infection, please immediately inform your clinician so that telehealth sessions can be started/resumed.
- If anyone in the household has **traveled out of state** or has been on an airplane in the past 10 days, the session must be replaced with a telehealth session.

Thank you for your cooperation and for navigating this difficult time with us.

The Team at Puzzle Pieces, LLC