



Updated July 30, 2020

Your safety and the safety of our clinicians are our highest priority. We have implemented the following steps to ensure a safe and therapeutic environment:

Clients coming to BZA offices in Schaumburg and Lake in the Hills:

- Clients must complete, e-sign, and return Therapy Services Screener (via PDF filler) and agree to in office policies prior to attending sessions. The screener includes questions about the client's current health status, contact with individuals testing positive for COVID-19, as well as travel outside of Illinois.
- If client has had any of the COVID-19 symptoms, has had contact with anyone testing positive for COVID-19, or has travelled outside of Illinois for over 24 hours, the front office will immediately cancel the upcoming session and will notify the provider so that the client can be scheduled for a remote session or can be rescheduled for an in-person session once they are no longer at risk. Clients will not have the option to reschedule until at least 14 days have passed since their symptoms resolved or since they have been in contact with a person with COVID-19. They will also have to wait 14 days after return from travel to resume in person sessions.
- If a client's temperature check reveals a fever of 100.0 degrees or more but client does not have other symptoms of illness, they will be required to reschedule their appointment once 48 hours have passed with no fever.
- Clients must wear face coverings over their nose and mouth. If anyone presents without a face covering or mask, a disposable mask is available through the front office and can be provided.
- Clients will not be allowed to be in the waiting more than 5 minutes before an appointment and will be instructed to wait in their car until the appointment time. Family members of clients will not be able to wait in the waiting room during the session and will be asked to wait in their vehicles. Check-ins with parents may be done in person or over the phone at the beginning or end of a session if the therapist desires. Child clients and siblings should not be left in the waiting room.
 - The Keurig and water machines have been removed from the waiting room and are available only upon request by clients. Machines are only to be used by providers.
 - Toys, business cards, and other non-essential waiting room materials have also been removed. Books, resources, games and toys are available. However, NO unsupervised use will be allowed. BZA will thoroughly disinfect all art, game, and therapeutic play items that are used immediately following each session.
 - Therapists will do their best to stay on schedule and will communicate any schedule delays of over 5 minutes to the front office so that they may call and or notify you.
- Provider/ therapist (or parent) will administer a digital touchless temperature check before any individual may enter the hallway beyond the waiting room.
- Cancellation fees are being waived in all circumstances except no-shows and **short notice** cancellations for clients who are not ill and do **not** opt for a phone or video session instead. Virtual

sessions have cut down significantly on late cancellations and every effort should be made to have a virtual session if possible.

Additional Safety Procedures for Psychological and Neuropsychological Testing:

In addition to above:

- Testers are required to bring in their own snacks, lunch, and drinks.
- Parents need to complete the **Minor Liability Waiver** form (available at scheduling) confirming that they will be available to pick up their child promptly at the end of testing. They will be asked to wait in their car and will be called when their child is ready.
- All testing instruments, including books, computers, pens, manipulatives, etc. will be thoroughly cleaned and sanitized promptly after testing has occurred.
- Clinician will use acrylic shield between self and tester. Gloves and masks are also required, as possible.
- Clinician will limit the amount of testing materials the tester will actually touch with the use of plastic sheet protectors and pointers, which will then be cleaned and sanitized.
- Clinician will limit the amount of face-to-face time in the same room with tester. For instance, testers will be asked to complete things like rating scales unsupervised, when appropriate. Clinician will be available during entirety of testing and will frequently check in with tester.

Cleaning and Disinfecting Protocols:

- Cleaning and disinfecting of premises will be conducted in compliance with CDC protocols on a daily basis.
- BZA staff will clean and disinfect common areas (e.g., work room, kitchen area, front office, waiting room, group room) and surfaces which are touched by multiple people (e.g., entry/exit door knobs, light switches and therapist indicator lights) frequently.
- Service providers will fully clean and sanitize shared spaces and reusable items (e.g. clipboards, pens) before they can be used by another client or alternatively use single-use items and dispose of items after client use.