



November 19, 2020

Dear Lakeshore Families,

The office remains open for in person speech therapy. We are carefully considering everyone's safety and strive to adhere to the social distancing mandates. Please review the guidelines we must follow that are currently our "new normal."

1. As we move into colder weather, we ask that all drivers use curbside drop-off and pick-up. Please note that it is not necessary to call the office to notify us that you are here; often a therapist is in a treatment room and unable to answer. We appreciate your patience in the event an appointment runs a few minutes behind.
2. As a reminder to caregivers that accompany young patients into therapy: it is our policy to permit only one adult/patient. All adults must wear masks. Waiting in our lobby is currently not permissible. Therapists will wear masks, however, masks may need to be pulled down intermittently to provide models for language or speech production.
3. 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.
4. 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 shows up but is visibly exhibiting any of the above, therapy will be cancelled.**
5. You will not be charged for 24 hour or less cancellations **if there is a medical reason, i.e., signs of illness.** Missed/no call/no show appointments do not apply to this waiver.
6. If a patient or someone in your family has come into contact with someone who has COVID-19, we ask that you notify this office. Please follow the self-quarantine guidelines as found on [cdc.gov](https://www.cdc.gov). This mandate includes all staff members.