

# Trading Spaces ABA, Clinic Information Sheet

To Our Dear Clients,

We hope this letter finds you and your family in good health. Our community has been through a lot over the last few months, and all of us are looking forward to resuming our normal habits and routines. While many things have changed, one thing has remained the same: our commitment to your safety.

Infection control has always been a top priority for our practice, and you may have seen this during your visits to our Clinic. Our infection control processes are made so that when we are working with your child, it's both safe and comfortable. We want to tell you about the infection control procedures we follow in our practice to keep clients and staff safe.

Our clinic follows infection control recommendations made by the U.S. Centers for Disease Control and Prevention (CDC) and the Occupational Safety and Health Administration (OSHA). We follow the activities of these agencies so that we are up to date on any new rulings or guidance that may be issued. We do this to make sure that our infection control procedures are current and adhere to each agencies' recommendations.

You may see some changes when it is time for your next appointment. We made these changes to help protect our clients and staff. For example:

- Our office will communicate with you beforehand to ask you some screening questions. You'll be asked those same questions again when you are in the office.
- We will have you contact us from the parking lot when you arrive, and you will then be directed on when to come into the office.

- The entrance doors to the clinic will be propped open so that no handles will need to be touched.
- We have hand sanitizer that we will ask you to use when you enter the office.
- Your temperature will be taken upon entering the office.
- You may see that our waiting room will no longer offer water, magazines, children's toys and so forth, since those items are difficult to clean and disinfect.
- We have designated a separate entrance and exit to control traffic flow and to minimize unnecessary contact between our clients.
- Appointments will be managed to allow for social distancing between clients. That might mean that you're offered fewer options for scheduling your appointment.
- We will do our best to allow for greater time between patients to reduce waiting times for you, as well as to reduce the number of chairs and the number of patients in the reception area at any one time.

We look forward to seeing you again and are happy to answer any questions you may have about the steps we are taking to keep you, and every patient, safe in our practice. Please feel free to call us at 860-430-1340 and visit our website for more information.

Thank you for being our patient. We value your trust and loyalty and look forward to welcoming back our patients, neighbors and friends.

Sincerely,

Glernoy Patterson, (CEO,) BCBA, Jennifer Pepek, (Director) BS, MOT, OTR/L,  
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