

COVID 19 Employees & Clients Face-to Face Services Policy

Here at Beyond Boundaries and Kidz Therapy, your health is our first priority. During the COVID-19 Pandemic, In accordance with New York State guidance, face to face services were suspended and telehealth/remote instruction was initiated for all Early Intervention, Preschool and School Age programs. As a designated essential service we pursued telehealth/remote instruction for all major insurance plans and suspended most in-home services.

Based on our designation as an essential service and the recent guidance from New York State allowing for in-person instruction we will again provide services in our offices and center-based location as well as in the home. This document details our operating procedures during this unprecedented crisis in our locations, as well as within our families' home environments:

At Home Services Procedures

- Parents/guardians and employees must complete an attestation confirming the acknowledgement of their responsibility to disclose any symptoms associated with COVID-19 and acknowledge the risk of transmission exists even with all precautions put in place. These forms must be completed prior to the child and/or staff member returning to face to face services. As required by the County or State, parents and providers may also be required to complete additional forms prior to the delivery of services.
- Prior to scheduling services within the home, we will require that all employees, clients and/or any of their family members exposed to COVID-19 living with the client or who have previously been diagnosed with COVID-19, who are currently on a mandated quarantine as required by the Department of Health, Nassau or Suffolk county or who have been advised to self-quarantine by the Department of Health, Nassau or Suffolk county disclose this information in order to schedule appointments. As COVID-19 can remain viable on surfaces for up to 72 hours, it is imperative this information is provided so services can be scheduled appropriately to ensure the safety of our clients, their families, and our clinicians.
- We will require that all employees, clients and/or any of their family members exposed or living with the client with respiratory symptoms and/or fever call and notify us to cancel any services, other than Telehealth/remote instruction, no later than one (1) hour prior to their scheduled start of services for day.
- During this pandemic we will discontinue the use of toys, magazines, and other shared items such as pens and clipboards as much as possible. Instead, disposable pens, paper and one-time use equipment should be used within the home. Any reusable items used during therapy will be sanitized after each session, as was our protocol even prior to COVID-19, or if not possible, removed from use for the remainder of the day to be sanitized. All employees have been trained in sanitizing procedures as detailed in the CDC, DOH and OSHA guidelines. Handwashing or hand sanitizing at the start and end of each session will be required for staff, parent/guardian and clients to limit any potential for transmission.
- We are requesting during treatment within the home, employees and families comply with social distancing (remain 6 feet apart) apply as much as possible, unless otherwise required to provide services or to ensure the safety of the client. When appropriate, sessions may be held outdoors.

Important Contact Information

- For Early Intervention services please contact your Ongoing Service Coordinator (OSC) directly to communicate any cancellation and/or symptoms you or a family member may be having prior to the scheduled start of services.

- For Preschool services in Nassau please contact the Preschool Coordinator directly at (516) 747-9030 to communicate any cancellation and/or symptoms you or a family member may be having prior to the scheduled start time of services
- For Preschool services in Suffolk please contact the Preschool Coordinator directly (631) 382-7311 at to communicate any cancellation and/or symptoms you or a family member may be having prior to the scheduled start time of services.
- For School age services in Nassau please contact the School Age Coordinator directly at (516) 806-6969 to communicate any cancellation and/or symptoms you or a family member may be having prior to the scheduled start time of services.
- For School age services in Suffolk please contact the School Age Coordinator directly (631) 382-7311 at to communicate any cancellation and/or symptoms you or a family member may be having prior to the scheduled start time of services.
- For Insurance based ABA services in Nassau or Suffolk please contact the Director of Insurance Based Services (516) 806-6969 ext. 4832 directly at to communicate any cancellation and/or symptoms you or a family member may be having prior to the scheduled start time of services.
- For ABA services in Nassau or Suffolk please contact the Center Manager directly at (631) 479-2900 to communicate any cancellation and/or symptoms you or a family member may be having prior to the scheduled start time of services.

Office/Center-Based Locations Procedures

- Prior to the start of attendance at any of our office locations both the employees and parents/guardians must complete an attestation confirming the acknowledgement of their responsibility to disclose any symptoms associated with COVID-19 and acknowledge the risk of transmission exists even with all precautions put in place. These forms must be completed prior to the child and/or staff member returning to face to face services.
- Prior to scheduling services within the center, we require that all staff and clients and/or any of their family members exposed to COVID-19 living with the client or who have previously been diagnosed with Covid-19, who are currently on a mandated quarantine as required by the Department of Health, Nassau or Suffolk county or who have been advised to self-quarantine by the Department of Health, Nassau or Suffolk county disclose this information in order to schedule appointments. It is imperative this information is provided so services can be scheduled as appropriately to ensure the safety of our clients, their families and our clinicians and center-based staff.
- We will require that all employees, clients and/or any of their family members exposed or living with the client with respiratory symptoms and fever call and notify us to cancel any services, other than Telehealth/remote instruction, no later than one (1) hour prior to the scheduled start of their services for that day.
- For ABA services in our center-based location clients will be advised by a member of our staff of the designated drop off and or pick-up area. Parent/Guardian will be permitted to remain in the waiting area when dropping off, picking up or during child's session for related services, limited to one parent or guardian accompanying the child. This will be done to limit any crowding within our waiting room(s) and to ensure we all are maintaining social distancing as required (6 feet of separation).
- During this pandemic we will discontinue the use of toys, magazines, and other shared items such as a pens and clipboards as much as possible. Instead, disposable pens, paper and one-time use equipment should be used within the home. Items used during therapy will be sanitized after each session, as was our protocol even prior to COVID-19, or if not possible removed from use for the remainder of the day.
- All clients will be seen in separate treatment rooms or when not possible, such as in a gym, clients will be socially distanced. All employees have been trained in sanitizing procedures as detailed in the CDC, DOH and OSHA guidelines. Office locations will continue to follow these cleaning guidelines, which will include the sanitizing of treatment rooms and materials following each use with clients, or the removal of items from use to sanitize at a

later time, as well as general sanitizing of common spaces multiple times per day. Hourly handwashing or hand sanitizing will be required for staff to limit any potential for transmission.

Important Contact Information

- For services in our Garden City office call (516) 747-9030 prior to all sessions to communicate any cancellation and or symptoms you or a family member may be having.
- For services in our New Hyde Park office call (516) 806-5710 prior to all sessions to communicate any cancellation and or symptoms you or a family member may be having.
- For services in our Hauppauge office call (631) 382-7311 prior to all sessions to communicate any cancellation and or symptoms you or a family member may be having.
- For services in our Islandia office call (631) 479-2900 prior to all sessions to communicate any cancellation and or symptoms you or a family member may be having.
- For services in our Riverhead office call (631) 443-4295 prior to all sessions to communicate any cancellation and or symptoms you or a family member may be having.

As we receive further guidance on availability of services we will provide updated information. We remain committed to prioritizing the care and welfare of each employee and client we support.