



# LAKESHORE SPEECH THERAPY, LLC.

May 5, 2020

Dear Lakeshore Families,

The following letter details our preparations as we cautiously but optimistically re-open the office starting the week of May 18th.

**The office will reopen May 18th on a limited basis. We are carefully considering everyone's safety and strive to adhere to the social distancing mandates. There are some new guidelines we must follow and for now, they will be our "new normal."**

1. Door to door drop off. Families can drive up to the curb and the therapist will meet you at the car. Your child will be ushered inside. Hands will be washed before and after therapy. After the session is over, your child will be brought back outside to you at the curb. (You may opt to wait in your car in the parking lot; just let your therapist know.) **Nobody will be permitted to wait inside the office at this time.** Therapists will wear masks, however, masks may need to be pulled down intermittently to provide models for language or speech production.
2. 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.
3. 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 is visibly exhibiting any of the above, therapy will be cancelled.
4. 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.
5. Only one therapist will be in the office at a time. Sessions will be scheduled 15 minutes apart. This gives our therapist time to clean the therapy area and materials in between appointments.
6. For patients who choose to convert back to in office -OR- for those that were on hold and wish to resume in office, please note that days and times will be



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7. different. Contact your therapist directly. If your therapist is not participating in in-person visits at this time, you have the option to see a different therapist and your therapist will assist you with this process. Please let your therapist know by May 11th if you like to schedule in person sessions.
8. You may opt to continue with telepractice; SEE BELOW.

**Telepractice will remain an option for our clients.** Telepractice is a telecommunication service that is conducted with an interactive audio and video connection in real time to create an in-person experience similar to that achieved in a traditional encounter. During telepractice, we will be able to work directly with your child and also provide parent coaching as well. While not as ideal as person to person, telepractice will allow the much needed consistency that is needed to achieve progress.

At this time, it is our knowledge that both Anthem and Medical Mutual are supporting telepractice and encouraging patients to use this service as much as possible through June. The Autism Scholarship and Jon Peterson Scholarship and The Orange Effect Grant are also covered using this service. If you pay privately, nothing will change per your method of payment.

We will continue reviewing the most recent information provided by the Ohio Department of Health, the Centers for Disease Control and Prevention (CDC), the Cuyahoga County Board of Health as we monitor this fluid and evolving situation.

If you have any questions, reach out to your therapist. As always, we are grateful for your continued support, cooperation and patience!

Sincerely,

Ellen Spear & Lakeshore Speech Staff

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