



Denver Tech Center | Aurora  
Colorado  
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## PHASE 3 REOPENING GUIDELINES|POLICY|PROCEDURE

Approval Date: 6/4/2020

Effective Date: 6/4/2020

### Purpose

To establish safe and effective in-clinic therapy service delivery.

### Reopening Phases

STEP Therapy Pediatrics will be implementing an intentional and controlled matriculation of in-clinic service delivery over the next 8-10 weeks. This will be a 3 phase process in order to support all Local, State and Federal guidelines around health and safety while providing essential services to our families. This document describes in detail how STEP Therapy Pediatrics intends to transition to Phase THREE of this process; which is the third and final phase of re-opening and will conclude STEP's re-opening process.

### General Guidelines

- A. Prevent the spread of COVID-19 by following CDC Guidelines as below:
  - a. Encourage staff to take everyday preventative actions to prevent the spread of respiratory illness.
    - i. Wash hands often with soap and water for at least 20 seconds. If soap and water are not readily available, use an alcohol-based hand sanitizer with at least 60% alcohol.
    - ii. Always wash hands with soap and water if your hands are visibly dirty.
    - iii. Remember to supervise young children when they use hand sanitizer to prevent swallowing alcohol.
    - iv. Clean and disinfect frequently touched surfaces.
    - v. Cover cough and sneezes.
    - vi. Cover your mouth and nose with a cloth face covering when you have to go out in public.
    - vii. Cloth face coverings should NOT be put on babies and children under age two because of the danger of suffocation



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- viii. Maintain a physical distance of 6 feet from other people in order to decrease the spread of disease.
- b. Require sick children and staff to stay home
  - i. Communicate to parents the importance of keeping children home when they are sick or demonstrating any symptoms of illness
  - ii. Communicate to staff the importance of being vigilant for symptoms and staying in touch with facility management if or when they start to feel sick or demonstrating any symptoms of illness.
  - iii. Ensure children and staff who come to the center sick or demonstrate symptoms or become sick while at your facility are sent home as soon as possible
  - iv. Keep sick children and staff separate from well children and staff until they can be sent home.
  - v. Sick staff members should not return to work until they have met the criteria to discontinue home isolation as outlined per CDC guidelines.
- c. If someone is or becomes sick.
  - i. Follow CDC guidance on how to disinfect your building or facility if someone is sick
    - 1. Continue routine cleaning and disinfection.

### Policy

- A. As an essential business, STEP Therapy Pediatrics will continue to follow local, state and federal guidelines as we transition back to our pre-COVID activities.

### Procedure

- A. STEP Therapy Pediatrics will be offering in-clinic therapy services to all STEP families
- B. Maximum treatment capacity: STEP Therapy Pediatrics will be operating at full capacity and is able to do so because of the limited size of company staff.
  - a. Physical Distancing regulations continue to strictly apply.



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- C. Therapists have the option to implement Telehealth Therapy from home or from the clinic.
- D. Scheduling duties will be transitioned back to Front Desk to support families ongoing scheduling and rescheduling.
- E. **Staff Personal Protective Equipment Requirements**
  - a. Staff will be required to wear a face mask when interacting with another person within 6 feet of themselves.
  - b. Each staff member will be issued a Cloth Face mask to keep
  - c. Each staff member will be issued one disposable mask per day as supplies last.
  - d. Each staff member will use one disposable mask per day, unless they feel it has been contaminated- at which point they can ask on site supervisor for a replacement mask or use their cloth face mask.
  - e. If disposable masks become unavailable, the staff will resort to their cloth mask.
  - f. Staff do not have to wear a face mask if a physical barrier is between themselves and another person, ie: plexiglass.
- F. **Health and Safety Questionnaire for Staff**
  - a. Each staff member will receive a weekly log to complete.
  - b. If a staff member is planning to be at the clinic they must complete a daily log to include
    - i. Temperature check and symptom checklist.
  - c. Daily logs are required only if the staff member will physically be at a STEP Clinic
    - i. If a staff member has a temperature of 100.1 or greater and/or are experiencing any of the checklist symptoms they are to remain home until 0 symptoms are reported.
    - ii. Staff members can return to the clinic when they have been fever free without medication x 72 hours.
  - d. Logs are due at the end of each week to the Clinic Director.
  - e. Logs will be reviewed, signed and stored in staff files in DRIVE
- G. **Health and Safety Questionnaire for Families**
  - a. This questionnaire will be delivered to families who are receiving services in the clinic on the day of service via email/DocuSign.



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- b. Families must complete the questionnaire prior to every in clinic session in order to receive services that day
- c. If there are any concerns for the health of the patient, therapist and/or practice they will be required to reschedule.
- H. Therapy sessions will be held in only one room from start to finish. Therapists will plan out which room will be dedicated for therapy. It will be at the discretion of the Clinic Director to assign rooms if this is deemed necessary.
  - a. Room Sharing during therapy is prohibited until further notice.
- I. Cotreatments
  - a. 2 Therapists to one child will be allowed
  - b. Treating multiple children to one therapist or more than one child in a treatment area is prohibited until further notice.
- J. STEP Waiting Rooms are CLOSED until Administrative staff has been onboarded to support cleaning of waiting rooms
  - a. Families are welcome to enter the facility to complete the following activities
    - i. Check in process for their child
      - 1. Check in for therapy
      - 2. Child's Temperature Check
        - a. Inclinic Evaluations Only: Take Parent's Temperature
      - 3. Clean your cell phone or device (wipes are provided at reception)
      - 4. Make any needed payments for your session
      - 5. Meet your therapist to transition your child into therapy.
  - b. When the waiting room is open protocols:
    - i. Waiting families will be asked to keep a mask on at all times
    - ii. Seats will be placed 10 feet apart
    - iii. Waiting room wipe downs will occur after each physical visit.
    - iv. Toys and magazines will continue to be removed from the waiting room.
- K. Therapy Session-In Clinic Health and Safety Procedures
  - a. Therapists will wear a mask throughout the entire session, unless a plexiglass barrier is present between therapist and child.
  - b. Children are required to attempt to wear a mask throughout the session.



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- c. The Child's temperature will be checked with a forehead thermometer prior to the session- a temperature of 100.1 or higher will warrant a session reschedule
- d. Therapist's shoes and the child's shoes must be removed prior to entering the clinic area. Shoes will be placed neatly in an isolated spot in the waiting room area.
- e. Each Therapist is assigned a disinfectant bottle and will clean all areas and supplies used during the session including but not limited to: mats, balls, swings and toys.
- f. Disinfectant/Cleaning Station for small toys and manipulatives.
  - i. Each Clinic will have a cleaning station where therapists will thoroughly clean small toys. The station will include the following sub-stations to keep all manipulatives clean.
    1. Dirty Section- To be Cleaned immediately
    2. Disinfectant spray station
    3. 10 minute drying Station to allow the disinfectant to sit
    4. Wash Station with Bucket to rinse toys
    5. Drying station- Toys can be returned to the clinic space when dry
  - g. Washing Hands After Session- the therapist will escort the child to the restroom to wash hands after the therapy session has concluded
- L. Parent Education- Procedure
  - a. If the waiting room is closed: To take place outside of the clinic. Will be kept to a minimum.
    - i. Use of Home Exercises slips are encouraged to decrease the amount of time needed for Parent Education.
    - ii. Scheduling a phone call outside of therapy to discuss further needed parent education is encouraged during Phase Two.
  - b. If waiting room is open:
    - i. Parent education will be kept to a minimum.
    - ii. Use of Home Exercises slips are encouraged to decrease the amount of time needed for Parent Education.
    - iii. Scheduling a phone call outside of therapy to discuss further needed parent education is encouraged during Phase Two
- M. General Facility Procedures:



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- a. All Staff are required to wash hands prior to re-entering the clinic if they have exited the clinic.
  - i. IE: If staff are not directly walking from the restroom to the clinic. They will need to re-wash their hands.
- b. Staff will not congregate in the break room- one staff will be allowed in at one time.
- c. Staff will not congregate in the documentation room- staff will be required to document in an isolated therapy room

#### N. If Someone Becomes Sick with COVID- 19- Procedures

- a. Resource for this section:  
<http://www.denverpublichealth.org/clinics-services/infectious-disease-clinic/coronavirus-disease-2019>
- b. If a STEP Team member becomes diagnosed with COVID19
  - i. follow general facility protocol listed above.
  - ii. Team member to Quarantine x 2 weeks
  - iii. May return to work post 2 weeks with negative COVID19 Test
  - iv. Clinic Director to let treated families know that they have been directly exposed to a person with COVID19
    1. Those families have 2 options to continue services
      - a. Transition to Telehealth with a Substitute therapist (if treating therapist is too ill to deliver services) for 2 weeks. If insurance does not cover telehealth, family will not be seen in clinic x 2 weeks
      - b. Child and caregivers produce a negative COVID19 test and can resume therapy services with a substitute therapist in clinic with no quarantine.
- c. If a STEP Family member IE: Mother, Father, Child, Caregiver or anyone living in the same household as the child being treated tests positive for COVID19



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- i. Transition to telehealth x 2 weeks
- ii. Any STEP Staff that has been in direct contact with the family will be tested ASAP.
  - 1. If positive test occurs- follow step 'a' of this protocol
- d. If a STEP Team member or child or anyone in the child's family has reported a fever, they can return to the clinic x 72 hours of being fever free
  - i. Child or family has a fever- Offer reschedule 72 hours after notification
  - ii. Therapist- can offer telehealth for caseload x 72 hours if families want to support continuity of care
    - 1. offer reschedules on the therapists caseload
    - 2. offer coverage by other therapists

#### O. TRAVELING & COVID19

- a. If a STEP Team member travels outside the state of Colorado by any mode of transportation they must provide a negative COVID19 test prior to resuming work in clinic otherwise will have to wait x 2 weeks to resume work post return of travel.

These policies and procedures are to remain in effect until further notice. We will continue to monitor the COVID19 virus closely and will continue to support a controlled, healthy and safe environment for you and your child to attend therapy.

Thank you for being a STEP Family!