

## Keeping Clients Safe

To keep you safe during the COVID-19 pandemic, Early Words, Central South Infant Hearing Program, and the Central South Blind Low Vision Program have undertaken the following precautions.

The majority of services will be held virtually or by telephone.

For those that must be held through an “in person” visit, the following process is in place:

- The parent/guardian of clients are screened on the telephone when booking their “in person” visit.
- During the phone call, the parent/guardian will be informed of the process.
- They are to call or ring the doorbell to announce their arrival (this is program and/or site specific and will be discussed during the phone call).
- Only one adult may accompany the child.
- The parent/guardian must wear a mask or have one provided.
- The clinician/screener will wear required PPE (Personal Protective Equipment) which may include a mask, face shield, disposable gloves, and/or a plexi-glass screen.
- The parent/guardian is required to use hand sanitizer.
- The parent/guardian may be asked to take the child to wash their hands as sanitizer is not recommended for young children.
- All of those in the building are asked to adhere to signs requesting physical distancing as much as possible.
- Before they leave their house or when the family arrives, the clinician/screener will again screen the parent/guardian for COVID-19 symptoms and will be asked to sign a waver with a disinfected pen.
- The clinician/screener will complete clinical duties and escort the family out of the building upon completion.
- After the session/appointment, the clinician/screener will disinfect the room and any items that require cleaning.

The buildings are being cleaned rigorously and staff are required to adhere to strict protocols around disinfecting and touch points.

**Please ask your clinician/screener if you have any questions regarding safety precautions around COVID-19 protocols.**