

Greenwich Center for Hope and Renewal Re-opening Policy and Protocol

As of September 1, 2020 the Greenwich Center for Hope and Renewal (the Center) will re-open after being closed due to the COVID-19 pandemic. Due to the fact that the pandemic is still occurring, the Center is instituting the following policies and protocol for all Staff, Therapists, Clients and any others visitors to the Center.

Re-Opening Policy:

1. All people in the main office must wear a mask that covers the nose and mouth at all times. Therapists may use their discretion when determining whether to require a mask in their individual offices.
2. For now the waiting room is closed. Depending on how the situation evolves it may be re-opened at a later date, but only after being rearranged to allow for greater space (minimum of 6 feet) between people, with any common items (eg: magazines) removed. For protocol on receiving clients, see below.
3. No client is to enter the main office except to meet with a therapist for a session. Clients are not allowed to use the restrooms except in an emergency, and those coming from outside the main building must be accompanied by a therapist.
4. Social distancing is to be practiced at all times and in all locations at the Center.
5. Therapists and staff may choose to work on-site or remotely, but their decision and hours are to be communicated to the Office Manager and Executive Director.
6. The Center will be cleaned before reopening, and frequently cleaned after reopening, increasing cleaning in periods of high use.
7. Therapists are asked to clean their individual spaces following the protocol listed below.
8. No client may enter the Center without completing a Screening Questionnaire and signing the Liability Waiver on the same day as the appointment. See protocol below for further information.
9. No client may enter the Center without having his/her temperature taken. Anyone reporting a temperature above 100.4F cannot be allowed in.
10. Anyone who tests positive for COVID-19 is to inform his/her therapist (if a client) or the Executive Director (if staff or therapist) and follow state testing and contact tracing protocols.

COVID-19 DISCLAIMER: Given that circumstances surrounding the pandemic change quickly, the material set forth in this document represents the best interpretation of government guidelines as of the date listed. This document may be amended or altered in the future depending on the ongoing evolution of the situation and any future governmental guidance that may result, including re-closing if instructed to do so by the State.

Re-Opening Protocol

Screening Before Appointments:

No one is allowed in without completing a Screening Questionnaire (SQ) on the same day as the appointment. (See separate document for the SQ). The therapist may ask the questions of the client via cell phone or the client can fill out the SQ online and send it to the therapist.

The client should not attempt to come to the Center until the SQ is completed and the client is cleared to attend a session.

- The therapist will ensure the client has answered NO to all SQ questions.
- Anyone accompanying the client must wait outside or in his/her car.
- There is no waiting room use.
- Let clients know that bathroom use is for emergencies only.
- Therapist must also pass the questionnaire in order to meet with a client.

Receiving Clients at the Center:

- Have the client contact you (text, email, or call) when he/she arrives for the appointment.
- Inform the client of your room location and that you will let him/her know when to proceed to the session room.
- If therapist observes any symptoms, client is asked to go home.
- Clients and therapists must wear masks.
- Clients and therapists will sit 6 feet apart.
- There will be no contact of any sort, elbow touching, etc.
- Therapy rooms must be large enough for distancing (shed rooms qualify).
- If masks are not worn for a legitimate reason, distance apart is 8 feet.

Cleaning:

- The Center will provide a cleaning service for the main building and offices.
- Therapists are asked to clean their individual office space as follows:
 - Prior to and after each session, wipe down high touch areas such as light switches, door knobs, and utilized surfaces.
 - Prior to and after each session, therapist and client wash hands with hand sanitizer. Each therapist will have hand sanitizer available in the therapy room.
 - If the therapist gives permission for a client to enter the main building for emergency bathroom use only, the client must wear a mask. The therapist is responsible for "retracing the steps" of the client and wiping down any surfaces that have likely been touched.
 - The Center will provide appropriate cleaning supplies to the therapists.

