



COVID-19 POLICY

Effective April 15, 2021

(End-date subject to the discretion governing agencies)

1. The office location (204 Andover St. Suite 403) will remain open for families who wish to continue with in person visits.
 - A. Sanitation protocols will be strictly adhered to in order to maintain health and safety.
 - B. All commonly used surfaces (couches, chairs, doorknobs and other frequently touched surfaces will be disinfected with either Lysol products or a diluted bleach solution between each visit.
 - C. Clinicians in the office are aware of social distancing protocols and care will be taken to keep numbers in the waiting room low. If need be clients may text upon arrival from their cars and entry can be timed directly to minimize waiting in common areas.
 - D. Staff will practice regular hand washing and sanitizing. Staff will practice regular hand washing and sanitizing. Surfaces a fidgets are now cleaned with a %70 alcohol solution. Hand sanitizer is available in common areas.
2. Clients and family members who exhibit symptoms as defined by the CDC and offices of public health (fever, cough, shortness of breath, difficulty breathing, persistent pain in the chest, blush lips of face, new confusion or difficulty to arouse) should stay home and practice self quarantining. **No-show and cancellation fees will be waived for those experiencing symptoms.** (We do ask that you communicate as soon as possible with your clinician to accommodate others who may want an office visit.)

Masks must worn in the building and common areas. Masks may be removed if social distancing and health protocols are followed in TREATMENT ROOMS ONLY.

As we are all receiving new information rapidly please keep an eye on your e mail for updates to policies as they may need amending. If e-mail or contact information changes please let us know as soon as possible via admin@terrapiincollaborative.com. This information will also be placed on our practice website www.terrapiincollaborative.com

Also please note that you may continue to call (978)998-5694 to change or cancel appointments as needed.

It remains our goal during this uncertain time to continue to protect the health and safety of our community while providing accessible supports.

Should families need increased visits or support during this time it will be of the utmost priority to accommodate this whenever possible. We can discuss in further detail what this may look like during our phone consultation in the next couple of days.

Very truly,

Kourtney Bartlett-Kiechle LMHC
Therapist and Executive Director
Terrapin Therapeutic Collaborative