

## Sample Letter Regarding Client Services

Dear Client,

I wanted to reach out to you to address concerns you might have about the coronavirus (COVID-19) and how that will impact your therapy appointments. **PROGRAM NAME** is committed to providing you with access to advocacy services during the pandemic while keeping you safe and healthy. As of now, our office is open. However, things are fluid and we may have to move from in-person meetings to tele-advocacy sessions if the situation worsens. If that happens, we will let you know as soon as possible. If you would prefer to start meeting via telephone now, please let us know.

We're monitoring the pandemic closely and following the recommendations of the Centers for Disease Control and Infection (CDC), the World Health Organization (WHO), and the Wisconsin Department of Health Services. We're implementing the following safety precautions to protect your health and our own.

**If you have a cough, fever, or any cold or flu-like symptoms, or you've been exposed to the coronavirus, please do not come to the office.** Please contact us and we can schedule an appointment via telephone instead.

We're doing everything we can to reduce possible exposure at the **PROGRAM NAME**. Our waiting areas and bathrooms will be disinfected regularly. The main entry door to our suite will be propped open to limit contact with high frequency touch areas and increase air flow. Tissues and hand sanitizer will be available in our waiting rooms.

Everyone at **PROGRAM NAME** will wash our hands for 20 seconds with soap and water between sessions and will avoid shaking hands. We ask you to do the same.

If you'd prefer to wait in your car instead of our waiting room, just call us at **XXX-XXX-XXXX** when you arrive. We will let you know when we are ready for you our session and you can come straight back to the advocate's office. Children under 12 are not allowed in our waiting rooms until further notice.

We will disinfect our offices with Lysol between every session. I've made sure that there is six feet of space between our chairs. This is the distance recommended by the CDC and WHO.

Our staff will be monitoring their health closely. If your advocate is experiencing any symptoms, or is exposed to the virus, we will cancel all in-person appointments and contact you to set up telephone appointments.

In the event that our staff or any of our clients contract COVID-19, we may be required to disclose names and contact details of people we have been in contact with to the Iowa Department of Public Health, as well as the nature of our contact. We will protect your privacy as much as is possible, while giving necessary information to the department.

Please take good care of yourself. We look forward to speaking with you soon.

