SPARK

JUNE 2020 COVID-19 UPDATE

Our top priority is the health and safety of our team and those we support. **We will continue to offer therapeutic services exclusively via our HIPAA-secure teletherapy platform or reasonably safe alternatives (i.e., walk + talk therapy or meeting outdoors in an adequately private location) unless you are an existing client and meeting in-person is essential to provide effective treatment**. Both our team and clients must agree in writing to follow important safety protocol and operating procedures before returning to in-person sessions.

Spark Center will continue to monitor and follow the current COVID-19 guidelines, restrictions, requirements, and reopening standards posted by the CDC and regional/local authorities. Our goal is to minimize risk as much as possible and continue to provide a safe therapeutic environment—whether we're meeting virtually or in person.

Please check updates regularly on our website (SparkCenter.com) as circumstances may rapidly evolve.

The following provides specific guidance about returning to in-person sessions:

- Please **DO NOT** come to the office if you are sick.
- Please **REPORT** if you have experienced any loss of smell or taste, coughing, sneezing, or fever, COVID-19 positive test results, or known exposure within the last two (2) weeks. You will be asked to reschedule your appointment if you report/show symptoms.
- Our team has agreed to disclose relevant health information to prevent the spread of COVID-19, and they will work remotely if reporting any of the above symptoms.
- **When you arrive, please wait outside or in your car until your therapist texts you**. Your therapist will greet you at the front door. Please **DO NOT** use the keypad.
- **Our team and clients are required to wear a mask**. Please bring your own face mask.
- No office seating or coffee/water service will be provided in the waiting area.
- Please use the hand sanitizer that contains at least 70% alcohol when entering/exiting our suite. Dispensers are placed throughout the suite, in the therapy rooms, and in the restrooms for your convenience.
- One of our team members will open/close doors for clients to limit exposure.

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- The therapy offices have been reconfigured to maintain safe distancing of 6 ft. or more. Only the largest offices will be used for in-person sessions. **Please wait for your therapist to guide your choice of seating**.
- Physical contact between therapists, staff, and clients will not be permitted.
- Reduced scheduling will minimize the number of people in the office. Teletherapy may be more conveniently scheduled given limited availability of in-office slots.
- Restroom soap dispensers will be maintained regularly for frequent hand washing.
- **Please expect 5-15 minute fluctuations in session start times to allow time for properly sanitizing and disinfecting therapy offices.**
- All staff meetings will be conducted virtually to reduce traffic in the office.
- **All payments must be made by a credit card that is kept on file**. Our online payment system will be discontinued this month. **Please request a credit card authorization form prior to your appointment if you haven't already**.
- Handouts, homework, and other treatment documents will be distributed only via email and the client portal.
- Tissues and no-contact trash bins are readily accessible, and trash will be disposed of on a frequent basis during business hours.
- Common areas will be thoroughly disinfected at least twice during business hours.
- HEPA/UV air purifiers and increased HVAC air exchange in the therapy offices may produce some noise during session.
- Our team will disinfect surfaces, wash/sanitize their hands regularly and between clients. You may opt to bring your own protective covering for fabric furniture or alternative seating options (i.e., small lawn chair). **All items must be cleaned and sanitized or laundered before entering the office**.
- **If you have any questions or concerns, please contact Dr. Brenda Vaccaro, Executive Director, at (916) 616-8561 or drbvaccaro@sparkcenter.com**.