



COVID-19 Client Policy

To ensure a healthy and safe environment for both clients and staff we are committed as an office to following extra precautions. We ask that you also abide by the following policies. Note that you are attending a physical appointment at your own risk and while we are doing everything to maintain a healthy and clean environment, we are not responsible for any transmission of the virus.

- Each staff member will conduct a health questionnaire prior to entering the office.
- Each client will be asked to complete a health questionnaire prior to entering the office.
- All Renewal staff will be required to wear masks.
- Clients are encouraged to wear a face mask at this time. Please talk to your individual therapist about his/her preferences.
- Cleaning procedures following CDC and local health department recommendations will be utilized in between sessions as well as at the beginning and end of each day.
- No lobby seating will be available. Please remain in your car or outside the building until you are notified by your therapist or office admin to begin your session.
- Children are not permitted to attend adult sessions.
- An adult may attend a minor client's session but will be asked to sit in the session or remain in their car during the session.
- The coffee bar will be closed until further notice. Your therapist will serve you a cup of water if desired.
- All clients are asked to have a card on file prior to resuming physical appointments. Cash and check payments will not be accepted at this time.
- A six foot distance must be maintained between client and therapist. Alternate seating may be utilized during this time.
- Hand sanitizer is available in each office as well as the sink for proper hand washing procedures.
- Clients over the age of 65 and immunocompromised are encouraged to continue tele-sessions when possible and when utilizing in office appointments are encouraged to wear a mask.
- If you are experiencing any illness symptoms (fever above 100, coughing, shortness of breath) or have had these symptoms in the last 14 days or have had close contact with someone who has laboratory-confirmed COVID-19 diagnosis in the last 14 days please reschedule your appointment or utilize a tele-health session.
- Our cancellation policy will be waived if you are experiencing any of these symptoms or have potentially been exposed. Tele-sessions may be utilized as a precaution.