

One Clinic's Process and Procedures for Face-to-Face Work

NOTE: This information is being provided as an example of what one clinic has done to address the challenges of COVID-19 and should not be considered a recommendation by AET.

Jordi Kleiner, PhD, BCET, Director of the North Shore Clinic in Glencoe, Illinois, was kind enough to share with AET some of the process and policies that his clinic is employing for their response to COVID-19.

Here is what he shared:

The pandemic in March 2020 led to all Ed Therapy sessions moving to Zoom and postponing 11 upcoming diagnostic cases indefinitely. March found us at 71% of the number of sessions from February 2020 and 77% of the number of sessions from March 2019.

In May, our diagnostic team had multiple meetings about whether and how to reopen for neuropsych and psychoed evals. Our visioning landed on five factors to consider, in decreasing order of importance:

1. Health (of clients and clinicians, driven by CDC, WHO, considering specific risk factors)
2. Legal (Pritzker's Phases of re-opening IL, consulting attorney's guidance)
3. Ethical/reputation (internal reckoning and community perceptions of being too liberal or too cautious)
4. Validity/Reliability (administering and interpreting tests with fidelity and accuracy)
5. Financial (keeping clinicians employed)

The plexiglass screen (pictures below) interferes in turning pages of test books, but reflects prioritizing factor 1 over 4. Taking temperature at the door and not using the waiting room makes the diagnostic experience less comfortable but reflects prioritizing factor 1 over 3. The masks are cumbersome and impact auditory figure-ground perception, but this reflects prioritizing factor 1 over 4. We are paying to have the entire clinic cleaned after every day of testing, prioritizing factors 1, 2, and 3 over 5. We are putting disclaimers in "Behavior During Testing" sections of evaluation reports to note any potential impact of the setup and the virus on results and reporting both age and grade norms on achievement tests to consider any "Swiss cheese" curricular gaps due to distance learning; this reflects prioritizing factors 1 and 3 over 4.



After considerable deliberation we set up the following protocols, and require families to sign this waiver:



COVID-19 PROTOCOLS

The health and safety of our clients and our staff is our number one priority during this difficult time. We are eager to work with your child, and in order to comply with local and state directives and CDC recommendations, we have implemented the following protocols.

The following precautions will be implemented at North Shore Learning Clinic:

- We are limiting the number of people in the clinic to one clinician and one client.
- Appointments will be held with social distancing standards in place, including separate desks and a sneeze guard between clinician and client.
- Appointments will be staggered with time cushions to ensure proper cleaning takes place before the arrival of the next client.
- We are sanitizing all exposed clinic surfaces including desks, chairs, door knobs, pens and supplies used between appointments.
- Clinicians and clients will wear face masks for the entirety of their duration in the clinic. If the client forgets a mask, one will be provided.
- We will no longer use our waiting room. Clients will be taken directly to the evaluation room upon entry.
- No snacks or food will be allowed during the evaluation.
- Separate materials will be used for clinicians and clients (e.g., color-designated pencils).
- Staff will monitor personal health and take temperature before the client arrives.

Day of Testing - Preparation & Expectations:

- At least 24 hours prior to your appointment, you will receive a COVID-19 screening questionnaire, via email.
- Clients who are showing any possible symptoms or have been exposed to someone with possible symptoms of COVID-19 will be asked to postpone in-person appointments until it is deemed safe.
- We ask that you wait outside and be available to drop off and pick up your child, as a waiting room will not be utilized.
- The clinician will call you to notify you that the child may come to the clinic door.
- Staff and clients will have temperature checks upon entry to confirm that it falls below the CDC recommendations of 100.4.
- Clients will wash their hands with warm water and soap for 20 seconds or with approved hand sanitizer prior to their appointment and upon their arrival.
- As always, clinicians are performing recommended hand hygiene.
- Your child will have a 1-hour lunch break. You can send her/him/them with a lunch, and she/he/they are welcome to eat outside in our garden area. We ask that she/he/they do not eat inside the clinic.
- We request that you send your child with a water bottle.



In allowing my child to take part in their evaluation, I acknowledge that:

1. I understand the contagious nature of COVID-19 and that the CDC and other public health authorities recommend practicing social distancing as well as other safety measures.
2. I understand that North Shore Learning Clinic has put in place various safety measures in an effort to reduce the risk of COVID-19 while conducting this evaluation. Despite the good faith efforts by North Shore Learning Clinic, I understand that I am agreeing to increase my child's risk of possible exposure to COVID-19 by having my child take part in this evaluation.
3. Neither my child nor any member of the child's household is experiencing any symptom of illness such as fever, cough, shortness of breath or difficulty breathing, chills, headache, sore throat, or loss of taste or smell. My child nor any member of the child's household believe they have been exposed to someone with a suspected and/or confirmed case of COVID-19 within the last 14 days.
4. My child and members of our household are following CDC recommended guidelines as much as possible and limiting exposure to COVID-19.

If any of these conditions are in doubt, please call us to discuss canceling or rescheduling the evaluation. We can reschedule once your child is safe to be in the clinic.

There is no cancellation fee for sessions cancelled due to COVID-19 concerns.

This page will also be emailed to you at least 24 hours prior to the scheduled appointment for evaluation.

Parent Signature _____ **Date** _____

Cell phone number for day-of-testing calls: _____

If you have additional questions or comments, please do not hesitate to reach out to us at jordi@learning-clinic.com, Kate@learning-clinic.com or 847-835-7500.