

June 19, 2020

Brooker Memorial Center for Children's Therapy  
Return to the Center Guidelines

Dear Center for Children's Therapy Caregiver,

As we are reopening our doors at Brooker Memorial, we are adjusting the way we provide services to our families. We believe the continuity of care is important to you and your child and want to provide the best service to you both. We have adjusted our policies for each of our programs at Brooker Memorial while still ensuring the same excellence of care you received prior to the pandemic.

Upon arrival at Brooker, entering the Center for Children's Therapy, you will be asked to contact your therapist by cell phone from your car to notify them you have arrived. Prior to entering the therapy center, you and your child will complete new screening protocols including a temperature scan and Patient Disclosure Questionnaire. Increased cleaning and sanitation protocols have been implemented before and after each patient is seen. As your child's therapy session comes to an end, your therapist will escort your child through the Center for Children's Therapy exit door in the gym and meet you in your car. If you entered the building with your child, you will also be escorted out of this exit.

For those who are not receiving in-person therapy at Brooker, telehealth is a method of therapy done completely virtually which allows your child to see and engage with their therapist over the computer. Many of you may already be receiving therapy through Telehealth. We have developed several guidelines and tips to help you and your child receive the most out of this experience.

- **Be present:** While your child is engaging in their therapy session, we ask that you be physically and mentally present. Interactions between your child and their therapist will be different and they need your help to help them during this time. This will not only help your child during their therapy appointment, but in their everyday interactions as well!
- **Be on time:** We understand you and your family are busy during this time as we learn to adjust to our new routines. We ask you and your child arrive to your Telehealth appointment on time and prepared for your child's session as you would at Brooker Memorial. If you need help finding a quiet space, adjusting your appointment time, or have any questions, please contact your child's therapist and they will happily assist you!

Creating a safe environment and continuing to provide services in all of our programs has created a significant workload for our team. Because of this, Lisa Ferris, Brooker Program Manager will be focusing her efforts on the Pediatric Dental Center. Cassandra Weik, Brooker's Client Support and Program Coordinator will be managing the Center for Children's Therapy on an interim basis. If you have any questions or concerns, please contact Cassandra at 860-489-1328, ext. 129 or [cweik@brookermemorial.org](mailto:cweik@brookermemorial.org). We look forward to seeing you again soon.

Thank you.

Sincerely,

Cathy-Lynne Coyle  
Executive Director