

Our Commitment to Our Clients

We know this has been a very difficult time for all of us, with change and uncertainty in the future. We are happy to see you in person and we are committed to keeping you safe when you visit.

Aspire Health Alliance makes these commitments to you:

- We have high expectations for our staff, including your providers, to observe the highest standard of infection control practices, to keep both you and them safe.
- We have set-up our waiting and public areas to allow everyone to socially distance at least six feet apart when registering and waiting for your clinician.
- We are carefully managing our scheduling and number of clients during each appointment slot to reduce the risk of infection.
- All our staff are required to wear their masks and any additional Personal Protective Equipment needed to ensure your safety and theirs.
- Our staff will wash or disinfect their hands frequently and between appointments. We have hand sanitizer available in multiple locations at our sites.
- We regularly clean and disinfect high touch areas in our waiting rooms throughout the day, and our staff will disinfect their offices between visits.
- All our sites have a rigorous cleaning and disinfecting protocol using EPA-approved COVID-19 supplies.
- We will limit any materials used during your visit, and if we do use them, will limit materials as much as possible to disposable items or items that can be easily cleaned.
- All our staff are required to monitor themselves for symptoms of COVID-19 and stay home if they are sick.

In return, we ask you to help us in this effort to limit the spread of infection for you, for other clients and for our staff:

Screening: Please reschedule your visit if you have any symptoms of COVID-19. On arrival, we will confirm you are symptom free by asking screening questions.

Social Distance: If you drive, we will ask you to wait in your car until five minutes before your appointment. Please limit companions coming into the office to parent/guardians. While in our waiting area, please respect the set-up to ensure six feet separation.

Face Masks: We will require that all clients wear face coverings or face masks into the office. **During your visit, you will be required to keep your mask on.** We recognize this may raise issues, so talk to your provider to find a safe way to get the care you need if you cannot wear a mask.

Hand Sanitizer: Please use hand sanitizer in the waiting room as you enter the clinical area.

Thank you! Let's work together to keep everyone well and healthy. We can do this!