



Child Focus is pleased to share that we will be open for in person sessions beginning May 18, 2020.

Safety Measures taken at Child Focus:

In order to prepare for the re-opening of our offices, we have taken many steps to ensure the health and safety of our staff and your family including:

- Continual monitoring of the COVID-19 pandemic and all recommended best practices issued by the Ohio Department of Health, CDC and NIH and the Governor of Ohio.
- Provision of hand sanitizing stations at CFI locations
- Provision of sanitizing materials for offices
- Provision of daily health check-ins via a daily log signed by all persons entering Child Focus facilities (in and out times required)
- Disinfecting of all facility locations after hours including commercial deep disinfecting of common areas at recommended frequencies
- Evaluation of and changing of HVAC air filters on a more frequent regular schedule
- Posting and distribution of necessary health information
- Education of all staff regarding the “Best Practices” for hygiene and safe Return to Work Procedures

Service delivery will resume during the office hours below:

- **Clermont County Offices** – General office hours as of May 18, 2020
 - Monday through Thursday 8am – 9pm
 - Fridays 8am – 4:30pm
- **Brown County Offices** – General office hours as of May 18, 2020
 - Monday through Friday 8am – 4:30pm
- **Hamilton County / Norwood Office** – General office hours as of May 18, 2020
 - Monday through Friday 9:30am – 6pm

Child Focus will offer the following hours during which only vulnerable populations will be served

- Mondays 11-noon
- Tuesdays 5-6pm
- Wednesdays 1-2pm
- Thursdays 2-3pm

Telehealth and In Office Service Options

At this time, Child Focus will continue to offer predominantly Telehealth services, as we are aware that many may not yet feel comfortable returning to the office-based setting and others are considered high-risk or vulnerable. Child Focus will also begin to resume a limited number of in-person services.

If your family/child prefers the office-based/in-person setting, please have a discussion with your provider about that possibility.

In Office Session Requirements

In order to ensure the health of those who return to services in the office setting, the following requirements have been established and must be agreed upon by families served prior to scheduling an appointment:

Persons who have any symptoms of illness must cancel their scheduled appointment

- Masks must be worn at all times by staff, persons served and visitors while in the building
 - All persons, including children over age 2, will need to wear a mask that covers their nose and mouth at all times while in a Child Focus place of service
 - All persons will need to bring their own mask to the office
 - Masks must be placed on the face prior to entering the building and removed only after outside the building
 - Masks can be of the homemade or purchased variety
- The lobby of our offices will be closed.
 - Upon arriving for a scheduled appointment, the parent/guardian will call the front office at (513) 752-1555 to let the office know you have arrived
 - All persons will wait in the car until called via phone and invited into the lobby where the provider will be waiting
- Immediately upon entering the building, all persons must use the hand sanitizing station available in all front office areas
- We ask that you limit the number of persons in the building to only those necessary for the service
- Social distancing will be required at all times while in the building

Child Focus is fortunate to be able to offer the option of office based services but also the continued availability of Telehealth services for those who would prefer. Your provider will continue to keep you informed of service options for your family.

We have worked diligently to offer services throughout this epidemic and maintain the commitment to doing so with a focus on the health and safety of all involved. Please contact your provider, a supervisor or any member of our leadership team if you have concerns about the health and safety provided in our facilities.

Jennifer Brinkdopke MA, LPCC-S
Compliance Officer



Child Focus, Inc.
Making **THE** Difference!
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