

To Our Valued Clients:

Due to the COVID-19 pandemic we would like to update you on our response and new policies that we have implemented to do our part in limiting the spread of the disease and to keep our clients and staff as safe as possible.

West Yavapai Guidance Clinic is open and treating clients with no plans to change the schedule at this time. We have made modifications to help contain and reduce the transmission of COVID-19 as follows:

1. **For your convenience we are offering telehealth services** (FaceTime, Zoom, Skype, Duo, etc...) to anyone who would prefer to continue services from the comfort of your own home. If you would like to have a telehealth appointment instead of a face to face please contact our central scheduling department at 928-445-5211 ext. 3804 or any front desk and we will accommodate.
2. **To anyone who has experienced any symptoms of illness** (including fever, cough, or flu-like symptoms) during the last 14 days or **if you have been advised to "self-quarantine"** due to recent travel or potential exposure to COVID-19 **we ask that you please call ahead and change your appointment to a telehealth service** for safety.
3. If the above applies to our staff we are requesting that they stay home.
4. When you arrive at one of our facilities, you **may be screened** PRIOR to entering the office, one of our medical staff may ask you questions regarding symptoms and travel history as well as taking your temperature.
5. For everyone's safety please do not bring friends or family to your appointment/visit unless you need assistance or if you are the parents or legal guardians.
6. We will be asking everyone including staff to **practice "social distancing" while in the office** for the safety of all.
7. We will continue to use universal cleaning precautions in all common areas including more frequent disinfection of common surfaces and wiping down all treatment rooms between every client visit.
8. Magazines, books, kid's toys, and water dispensers have been removed.
9. For your own protection, please **consider washing your hands before you come in and upon leaving** our facilities. Hand sanitizer has been placed throughout our offices as available.

Thank you for your understanding and cooperation during this difficult time.

West Yavapai Guidance Clinic

March 20, 2020