April 22, 2020

To: All Rainbow Kids Families and Therapists  
From: Rainbow Kids Achievement Center Board  
Subject: Clinic Re-Opening Date – May 2, 2020

Hello Rainbow Kids families and staff,

Rainbow Kids Achievement Center will officially be opening its door on Saturday, May 2, 2020 after the 6-week closure due to COVID-19. We pray you are healthy and have been able to manage the quarantine. During this 6-week period RKAC was able to offer Teletherapy to many eligible patients. We are very happy and excited to report that it was wonderfully successful, and we want to continue this practice into the future.

The clinic will look different as we re-enter with many changes to make us all safer and compliant with CDC guidelines. We will be minimizing the number of people in the clinic going forward. We will use teletherapy, stop our Peer Intervention Program (for now), minimize the number of people in the lobby and minimize the number of people observing sessions. Additionally, we have increased our sanitization of the clinic by providing additional hand sanitizer stations, a complete wipe down of each area, with disinfectant, between each session, and providing personnel protective equipment (PPE) to all our therapist and staff.

RKAC will be providing all staff with the following PPE’s:

- Gloves  
- Masks/shields

Additionally, we are asking everyone to follow the policies below in order to adhere to social distancing and keep everyone safe:

- Temperature checks of all staff and children as they enter the building – multiple thermometers  
- Child to use hand sanitizer immediately upon entering RKAC as well as right before exiting  
- No shoes in treatment areas – shoe cubby has been moved to front lobby where children will immediately take shoes off  
- Enter through the lobby  
- Exit through the back door
• Revised pattern of entrance – along the front walkway, tape will be placed to mark 6 feet of distance, families will line up on the tape, one by one families will enter clinic, sign in and child will be taken back for therapy
• Signing child into therapy – please use sanitized pens placed in container marked “sanitized” to sign in
• Paying co-pays – copays will continue to be taken at front window; however, window will remain closed, please show card with numbers facing front window, card will be read and ran, receipt will be given through the window
• Additional treatment stations will be set up outside
• Treatment session will be 50 minutes for an hour of therapy with 10 minutes allowed to sanitize following each patient
• Treatment session will be 22 minutes for a 30-minute therapy session with 8 minutes allowed to sanitize follow each patient
• Until further notice, PIP is closed
• Limited use of the lobby – in order to reduce the amount of people in any given area, we are strongly encouraging families to wait outside during therapy unless therapist directs otherwise

While we are very excited to re-open, we understand that each family has different circumstances and may not be ready to return the beginning of May. We will be reaching out shortly on an individual basis to discuss future appointments. Please know that you are important to us and whatever you decide we are in complete agreement. If you have any questions, please contact us at 949-459-1658 or by email at linda@rainbowkids-ac.com.

We miss all of you and look forward to talking with you shortly.

Thank you,

Rainbow Kids Achievement Center Board