



Dear AAK Community,

All About Kids is committed to maintaining the health and safety of our providers, staff and the communities and families we serve. Therefore, due to recent events related to the COVID-19 (coronavirus), AAK is now updating our company-wide policies and protocols with guidance from The Department of Health, New York State Education Department, as well as local, state and federal health authorities. These policies and protocols will continue to be updated and modified as new information is provided.

Please understand our providers are all trained to ALWAYS use standard healthcare “Universal Precautions”. These precautions protect against all contagious illnesses, such as flu and coronavirus. Universal Precautions include washing hands immediately for at least 20 seconds upon ENTERING and LEAVING every location of service, with soap/water or hand sanitizer; coughing or sneezing into your elbow and avoid touching your face; regularly disinfecting toys/materials used in each session.

Here are additional things you can currently expect from AAK providers:

- 1) Providers will be reaching out to you PRIOR to their visit to ask the following questions:
 - Is your child or any member of your household/school/daycare demonstrating any symptoms such as fever, coughing, trouble breathing, vomiting, and/or has a confirmed contagious illness (such as the flu and coronavirus)?
 - Has your child or anyone in your household/school/daycare been in direct contact with a confirmed or suspected contagious illness (such as the flu and coronavirus)?
 - Ask if anyone in the household/school/daycare has traveled outside the US
- 2) If the answers are yes to any of the questions above, they are being instructed to reschedule the visit for when the person has been symptom free for at least 24-hours or after the 14-day period has expired. Also, they will encourage any ill person or parent to call their health care provider to let them know about their symptoms and recent travel.
- 3) If the answers are no to any of the questions above, contagious illness exposure risk is low, and the visit can be conducted upon mutual agreement.
- 4) Providers will always offer FULL DISCLOSURE to our families, preschools, and childcares centers; they will inform you if they have experienced any direct exposure to illness or children in schools/communities that have confirmed cases of contagious illnesses (such as the flu and coronavirus). Then it is up to your family/administration and the provider to use your discretion when deciding to proceed with the session. In turn, we ask that you also offer full disclosure to our providers.
- 5) Providers are being instructed to NOT bring therapeutic/educational materials or toys into homes and schools. It is recommended they use ONLY what is present in the setting of service. They are appropriately disinfecting any and all materials that have been used in recent sessions. Please allow the same courtesy to ensure toys/materials are also cleaned.

We thank you for the continued opportunity to provide quality services to your community.