

May 20, 2020

Hello Galaxy Family,

We hope that you have all found ways to empower positive change even in the midst of an unprecedented pandemic. We have seen clients soar to new heights utilizing teletherapy platforms that they never thought possible. We have seen acts of kindness as PharmaScript has generously donated Face shields, and clients have made masks for their community members. We are so proud to be a part of a community who takes “doing our part” to stay safe and take care of one another so seriously.

We have carefully considered all of the recommendations that the Center for Disease Control (CDC) has issued and we are confident that we are able to safely open for clients who need essential therapies. If you are someone who needs to see your therapist in-person, give us a **call at 734-627-8001**. We are now taking new in-person appointments starting the week of **June 1, 2020**. We will be opening our doors to clients two days a week and we will carefully schedule appointments that allow for **proper sanitization and physical spacing to ensure everyone’s safety**. We are thankful for our **9,600 Sq/ft facility** that allows us to properly give each one of our clients and therapists the space they need to safely work with one another.

In order for **US ALL** to be safe, it means that **GALAXY STAFF** and our **CLIENTS all have to do our part!** We BOTH will have to comply with some **NEW CLINIC COVID 19 SAFETY RULES**. While this letter will not explain them all in detail, here are a few of the things we will be doing to keep you safe and keep our staff safe:

What GALAXY will do:

- We are screening each employee before they enter the clinic which includes taking temperatures and pulse ox, as well as asking them to fill out a symptom survey.
- We will have a full-time staff member dedicated to sanitizing our clinic between clients and daily. This means frequent cleanings of bathrooms, common areas, door knobs, and other surfaces.
- We will continue our strict cleaning of rooms in between visits and you will also have a sheet on the treatment table that will be changed between each patient and will use commercial germicide CDC approved cleaners, and UV light treatment to sanitize areas.
- We will have a dedicated room for each client.
- No waiting room or lingering to visit before or after therapy (We miss you and can't wait to visit during therapy, but we limit the number of staff members that have contact with each client for your safety and ours.)
- All staff will be required to wear a mask, and many will also wear face shields, and gloves. Staff will wear scrubs, keep hair pulled back, and will take off all jewelry.



- All staff will wash hands frequently according to CDC recommendations and will follow all procedures for proper disposal of gloves and protective equipment.
- Staff will go through extensive training on all COVID 19 safety procedures.

What YOU/CLIENTS are REQUIRED to DO:

- **MEET OUR GALAXY GREETER!** You will get to know your Galaxy Greeter because that person will come out to your car and help you through the new processes for entering and exiting the building safely. Don't worry, you don't have to have it all memorized, but you do need to know what the expectations are. You have an equal part in keeping us all safe, therefore there will be some new changes that will happen. The greeter will take you from your car, up to the therapy room, and back. This will assure that you are exactly where you need to be, and doing what you need to do to stay safe! Don't worry- You should be **EXCITED to be back at Galaxy**, so the details listed below, while **VERY IMPORTANT**, do not have to be memorized because we have someone there to help!
- **Your First session back- ARRIVE 30 MINUTES EARLY for SCREENING and AN EDUCATIONAL TUTORIAL OF CLIENT EXPECTATIONS**, before your scheduled appointment for screening. After initial arrival, please arrive 15 minutes before your scheduled appointment and expect a "flexible start" as we work to keep everyone safe. We will only allow 1 person on the elevator at a time so your start time may flex by a few minutes to keep you all safe.
- Clients will be required to **STAY IN YOUR CAR UPON ARRIVAL (you just need to call our number 734-627-8001 and let us know you are here.)** You will be met by a greeter who will take your temperature, go over COVID-19 screening questions, and give the client a functional outcomes questionnaire. The functional outcome questionnaire is necessary for all patients during their first visit back since the clinic shut down, because all therapists will have to write a progress note to their physician. This will be done **AT YOUR CAR**. The Greeter will come out to the car when you arrive. Once the screening is complete and you are safe to enter the building, we will escort you into the building.

NEW CLIENT RULES FOR THE COVID 19 SEASON (Until further notice)

- **NO VISITORS** in the waiting areas, and no visitors or caregivers are allowed during the therapy sessions. They should stay in their car.
- **NO PURSES, JACKETS, COATS**, or extra Belongings that you may take off allowed in the clinic. You may bring a water bottle or snack if you will need it. **We will not have water dispensers or coffee/snacks available during this time. Please bring your own water bottle.** We also ask that you take off any rings and jewelry if at all possible



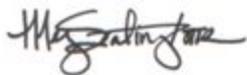
and leave them at home. We understand that some rings won't come off, but if you are able to remove jewelry, it provides for a more sanitized environment.

- **MASKS REQUIRED** -We require all patients/caregivers to wear a mask per the executive order in the state of Michigan. If you do not have a mask please contact our office and we can provide one. We may also ask you to wear shoe protectors that we will provide.
- **HANDS MUST BE SANITIZED** upon entry. We will also escort clients to a **DESIGNATED AREA** to **PROPERLY WASH HANDS**, and apply hand sanitizer prior to going directly to their treatment area.
- **UPON LEAVING- ONLY STOP BY THE FRONT IF YOU NEED TO SCHEDULE OR PAY.** If you would rather call to change or add the schedule, please feel free to do so.
- **SANITIZE HANDS UPON EXITING-** Clients will be asked to sanitize their hands again upon exiting the clinic.

It seems overwhelming, but you will see that it will be easy because we will have a Galaxy Greeter that helps you along in the process. You will not be required to remember all of this on your own. We will walk you through this step-by-step.

We know things are not back-to-normal, but they are moving in the right direction. We will do everything we can to keep our **GALAXY WAY** of doing things even though we have regulations we now have to follow. We are in the business of helping us all **Live our Best Life Possible!** That means we all need to do our part to keep healthy and safe. Thank you for being a part of our Galaxy, and for agreeing to do your part!

Your Galaxy Team,



Meg Scaling, CEO

