

**North Shore Clinic**

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**PRECAUTIONS IMPLEMENTED AT KGH:**

- A more rigorous approach for Pre and Post therapy sessions by requiring our staff to follow a WASH-THERAPY-WASH approach. In simple terms, it is now mandated that our clinical staff wash or disinfect their hands prior to every therapy session staff and wash or disinfect their hands immediately after therapy conclusion. These are the same measures taken at doctors' offices.
- Upon arrival to the clinic, all clients will be required to wash their hands before beginning therapy.
- KGH will be restricting visitors to our clinics and only employees and clients will be allowed in our clinics and waiting areas. Therapists will be picking up clients from their caregivers outside of the building and escorting them to the clinic. At the end of session, therapists will escort clients to their caregivers outside of the building. All session observations are on hold until further notice.
- All group sessions will be delivered individually with limited to no contact with anyone other than the individual client and treating therapist.
- All surfaces and materials used during session will be sanitized immediately at the end of every session and between clients.
- KGH clinics are disinfected every evening with medical-grade products.
- For the safety of all clients and employees, KGH will have the right to take a client's temperature prior to entering the treatment area if the client doesn't appear to feel well. KGH will send clients home without receiving services if they are ill.
- All clients and staff returning to KGH Autism Services after being out sick must have their temperature taken at Reception before entering the treatment and/or staff areas.
- Additional questions are asked during the intake process to screen for recent travel, recent illnesses including flu like symptoms, fevers or sore throat, and close contact with anyone known to have tested positive for COVID-19. These questions have been extended as part of our safety measure for our current clients and staff.

## WHAT WE ARE ASKING ALL EMPLOYEES, CLIENTS, AND VISITORS TO DO:

The CDC has issued guidance to businesses and healthcare settings to help prevent the spread of the virus, which we are monitoring and following. Based on that guidance, all employees, clients, and visitors are asked to do the following:

- If an employee/client/visitor feels sick, stay home and do not come to the KGH clinic. If you are a client who has session in the home, please cancel session. Employees who feel sick should stay home, contact their supervisor, and otherwise follow KGH's normal policies regarding sick time, PTO, FMLA leave, and ADA leave, as applicable. **In particular, if you are experiencing fever (100.4°F or higher), cough, or shortness of breath, you should notify your supervisor and stay home until you are free from symptoms for at least 24 hours (without the use of fever-reducing medicines or cough suppressants) or until otherwise cleared to return to work per KGH's procedures then in place.**
- If you are not sick but have a sick family member at home who has been diagnosed with COVID-19 or may have been exposed to COVID-19, you should notify Andrea Ridgway, Ph.D., BCBA-D, Chief Operating Officer, of your potential exposure, and refrain from reporting to work/receiving services until speaking with KGH Autism Services for further instructions. KGH will conduct the appropriate risk assessment as recommended by the CDC and will discuss options with you.
- If an employee or client is placed in quarantine, home restrictions, or are advised to take any other precautions by federal, state, or local health authorities, comply with all such instructions. Notify Andrea Ridgway, Ph.D., BCBA-D, Chief Operating Officer, so that KGH may make arrangements appropriate to the situation, such as by canceling sessions and/or placing an employee on an appropriate leave of absence.
- Avoid close contact with people who are sick, and avoid touching your eyes, nose, and mouth. After touching your eyes, nose, or mouth, or after contact with people who may be sick, wash your hands.
- Cover your cough or sneeze with a tissue, then throw the used tissue in the trash and wash your hands. If you do not have a tissue, cough or sneeze into your elbow or shoulder.
- Wash your hands frequently with soap and water for at least 20 seconds. If you do not have access to soap and water, use a hand sanitizer containing 60%-95% alcohol. Soap and water should be used preferentially. More information about coughing and sneezing etiquette and cleaning your hands is available from the CDC.
- Perform routine environmental cleaning. Routinely clean all frequently touched surfaces in your work area, such as your workstation, the clinic tables, keyboards,

telephone, countertops, and doorknobs. Use disposable wipes or other cleaning agents that are usually used in these areas according to the directions on the label.

- Follow any KGH instructions and health authority guidance regarding whether to use a facemask. The CDC advises that people who are well DO NOT need to wear a facemask to protect themselves from respiratory illness including COVID-19. CDC advises that you should only wear a mask if a healthcare professional recommends it, such as if you have COVID-19 and are showing symptoms. However, KGH may require certain classifications of workers to wear facemasks, respirators, or other personal protective equipment (“PPE”) where advised or required by health authorities or OSHA.

### **TEMPORARY TRAVEL RESTRICTIONS FOR EMPLOYEES AND CLIENTS:**

Employees and clients who are traveling outside the United States should check the CDC’s Traveler’s Health Notices for the latest guidance and recommendations for each country to be visited.

Employees and clients who travel outside the United States (or to an area within the United States that poses a heightened risk of contracting COVID-19) should contact Andrea Ridgway, Ph.D., BCBA-D, COO, upon their return to the United States before returning work or resuming therapy. KGH will follow the CDC’s risk assessment recommendations in determining the best approach for the employee’s return to the workplace and a client’s return to therapy. Typically, the following requirements will apply:

- Employees and clients will be required to follow any restrictions or recommendations given to them by health authorities upon their return to the United States. If you were placed in quarantine restrictions, advised to stay home, or advised to avoid close contact with others, you will be asked to refrain from returning to work or resuming therapy for the appropriate period of time (generally, 14 days). Employees and clients should contact Andrea Ridgway, Ph.D., BCBA-D, COO, and inform KGH of any such restrictions given to them by health authorities.
- Employees and clients who traveled to an area included in the CDC travel advisories and who are experiencing symptoms should refrain from returning to work or resuming therapy until cleared by a physician.
- Employees and clients who traveled to an area included in the CDC travel advisories and who are **not** experiencing symptoms should refrain from returning to work or resuming therapy for at least 14 days. Employees and clients who remain symptom free will be permitted to return to KGH. Employees and clients who begin to experience symptoms should seek medical care.

## **COMPANY RESPONSE IN THE EVENT OF COVID-19 AT THE CLINICS:**

KGH Autism Services is continuously evaluating the risk of any COVID-19 exposure in the workplace in accordance with OSHA requirements and current CDC recommendations. KGH is closely monitoring the current OSHA assessment regarding the risk of workplace exposure in the United States. In the event there is a suspected or confirmed COVID-19 exposure at the clinic, KGH Autism Services will promptly coordinate with appropriate federal, state, or local health officials to determine the appropriate response. Steps KGH may take include:

- Isolating and sending home or for appropriate medical care anyone suspected of having COVID-19.
- KGH will undertake any appropriate environmental cleaning in accordance with applicable health authority and OSHA recommendations.
- If an employee or client is confirmed to have COVID-19, KGH will consult with health authorities and, where appropriate, inform other employees and clients of their possible exposure to COVID-19 in the workplace. Please understand that KGH must treat information about employees and clients confidentially, and so you may not be provided with specific information about another person's illness or circumstances. However, KGH will inform appropriate health authorities and follow all guidelines and directives that authorities may issue.

## **SAFEGUARD AGAINST STIGMA AND DISCRIMINATION:**

While many in the United States and around the world may be worried or anxious about COVID-19 spreading, fear and anxiety can lead to social stigma, such as towards people of different national origins (including Chinese or other Asian Americans) or people who were in quarantine. This is not only against KGH's values, but it may also constitute unlawful discrimination or harassment. All employees must avoid stigma and discrimination. KGH's equal employment opportunity and anti-harassment policies apply.

We are all responsible for our safe environment, and your proactive steps are needed to help prevent the spread of COVID-19. We will continue to closely monitor the situation and provide updates as needed. **Should you have any questions, please reach out to Andrea Ridgway, Ph.D., BCBA-D, Chief Operating Officer, at [andrea@kghautismservices.com](mailto:andrea@kghautismservices.com) or (224) 284-2232.**