

Dear Valued Clients and Friends,

We hope you are all well, healthy, and making the best out of this challenging and unique time. As we move toward re-opening, we want to give you an update from our team here at **[organization name]** and the changes we have made to ensure everyone's safety.

Our tentative soft reopening is **[day, date]**, as long as things progress as expected at the state level. Upon reopening, we will be implementing the protocol outlined below and have staggered our schedules to avoid jam-ups in our office space.

COVID Protocol:

- • What we will do:
 - ○ Contactless temperature checks at the start and end of every day
 - ○ Wear masks and gloves at all times.
 - ○ Increased cleaning and sanitation pre and post every visit in addition to what we currently do
- • What we'll ask of you:
 - ○ Please wear a mask at all times. Gloves will be available if you'd prefer. If you forget your mask, we have cloth ones available to borrow.
 - ○ Please wait in car until 5 minutes before your appointment; staff will let you in and begin our screening protocol in our designated area

Payment Protocol:

- Screening Protocol
- Contactless temperature taken pre appointment
- Questions asked every appointment:
 - • Have you traveled out of the country in the last 14 days?
 - • Have you been in contact with someone diagnosed with Corona in the past 14 days?
 - • Have you had a fever, cough, or difficulty breathing in the past 14 days?
 - • If yes to any of these questions, we'd ask that the appointment be rescheduled to after a 14-day period of any symptoms or potential exposure.
- All payments will be collected via emailed invoices to ensure contactless transactions.

Our biggest goal upon reopening is to ensure the comfort and continued wellbeing of you as our clients, us as providers, and the community as a whole.

We are all navigating through unprecedented times, where there continues to be change almost daily. We appreciate all your patience and feedback during this process and look forward to reconnecting with each of you.

Best regards,

[add appropriate staff and contact information]