



**TO:** UCP-OC Families

**FROM:** Moira Miller, PT, MPT, PCS, C/NDT, Director of Clinical Services

**CC:** Ramin Baschshi, M.D. President & CEO  
Shin-Ja Kammann, Vice President of Operations and Finance

**RE:** Return to In-Center Therapy/EI Services

**DATE:** January 20, 2022

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Dear UCP-OC families,

We hope that you and your family have remained well and safe during this recent COVID-19 surge. We are excited to welcome our children and families back to in-center Therapy/EI services on Monday, January 24, 2022. If you have any questions about your appointment, please contact the schedule team at 949-333-6400 option 1 or email [therapy\\_scheduling@ucpoc.org](mailto:therapy_scheduling@ucpoc.org). Telehealth appointments will continue to be offered.

We would like to remind you of the protocols that will continue to be in place to keep your child, your family, therapists, and staff as safe as possible.

**Before arriving for your appointment:**

- Assess those in the home to ensure that no one is sick or has a temperature of 99°F or above. Please review the attached Child Illness Protocol and COVID-19 Symptoms documents. Please call to cancel/reschedule your appointment if someone may be sick, has a temperature, or is exhibiting other signs of Covid-19. We would appreciate a call at least 24 hours in advance to allow rescheduling of appointments for other children in need of services. At this time, UCPOC will waive cancellation fees with 24-hour notice.
- Please notify us if anyone in your household has been in contact with someone who has tested positive for COVID-19 even if that person is not exhibiting symptoms. UCP-OC will work with you to determine if it is appropriate for you and your child to come to the center.
- If your family has traveled or has plans to travel internationally, we ask that you follow the CDC (Center for Disease Control) guidelines.
  - All Travelers are recommended to be tested with COVID-19 PCR test. Please self-monitor for COVID-19 Symptoms and get tested immediately if you develop symptoms.
  - If a person is not fully vaccinated and returning from international travel, in addition to the testing recommendations, self-quarantine for a full 7 days after travel is recommended, even if you test negative at 3-5 days. If testing is not done, the individual should stay at home and self-quarantine for 10 days after travel.



- UCP-OC will work with you to determine if telehealth appointments would be feasible during this time.

**When you arrive for your appointment:**

- Come into the center for self-check. Please maintain 6 feet of distance between yourself and anyone from outside of your household while you are waiting to check in or while you are waiting for your therapist.
- Please use disinfectant wipes and hand sanitizer after using the computer.
- Only one adult caregiver and the child being seen for therapy will be able to enter the center.
- Masks are required for all staff and parents in the center. We understand that children may have a challenging time wearing a mask. Masks will be available at the front desk, or you may wear your own.

**What to expect during the appointment:**

- Therapists will be wearing Personal Protection Equipment (PPE) including masks, gowns, eye protection and gloves as appropriate and changed between each appointment.
- All toys, mats and items used during therapy sessions are cleaned and disinfected after each session.

**What to expect after the appointment:**

- Your therapist will meet you outside the lobby doors to return your child to you at the end of the session. Please meet your child and therapist at the designated spot as therapists will not be walking through the parking lot.
- Please maintain 6 feet of distance between yourself and anyone from outside of your household while you are waiting or speaking with your therapist

**Other steps UCP-OC is taking to keep everyone safe:**

- Staff will be required to stay home if they are sick or have a temperature.
- Staff will be wearing masks and washing their hands frequently (therapists between each appointment).
- The office, including the therapy center, will be disinfected according to CDC guidelines
- Commonly touched areas will be disinfected frequently throughout the day.
- Hand sanitizing stations will be available throughout the office and therapy center.

We will continue to follow CDC guidelines and adjust our procedures as needed.

We look forward to welcoming you to UCP-OC and seeing your smiling faces, even from behind your mask.

Sincerely,  
Moira Miller