

Kenneth Young Center
Behavioral Health Elk Grove Village Location
Client Notice – COVID-19
6.16.2020

For the health and safety of our clients and staff, Kenneth Young Center is enacting the following safety procedures as clients re-enter our Elk Grove Office location.

Please remember to stay home if you are feeling sick. Call and reschedule your appointment.

Be aware of COVID-19 symptoms including fever 100.4 degrees F or higher, cough, runny nose, chills, body aches, fatigue, loss of taste or smell, headache, sore throat, difficulty breathing, or gastrointestinal problems.

If you feel well, and have an appointment, here is some helpful information to prepare for your arrival at KYC.

Wash your hands before coming to an appointment. If you forget, please use sanitizer located in the lobby area once you have been cleared to come into the building.

Upon arrival, text or call **224-423-5691** from the parking lot to let us know that you have arrived. If you do not have a phone, you will come in, sit, and your therapist will talk to you in a private area.

You will receive a text or call back, asking you the following questions:

1. Have you tested positive for COVID-19 or believe you had it? If yes, when was this?
2. Have you been exposed to anyone with COVID-19, including a family member? If yes, when was this?
3. Have you had a recent loss of your sense of taste or smell?
4. Have you had any cold/flu symptoms during the past month?

If you answer “yes” to any of these questions, your therapist will text you or call you. You will be either allowed in or you will have to reschedule your appointment.

If you are cleared to enter the building, the front desk will text you or call you to let you know your therapist is ready to see you.

Wear a mask before entering KYC. The mask needs to cover your nose and mouth.

Upon entering building, remember to maintain a 6-foot distance with others and at the front desk.

Check in at the front desk. Please remember to stay behind the Plexiglas at all times. This is a safety measure for both clients and staff.

The front desk will take your temperature. If your temperature is 100.4 degrees F or higher, or you have visible symptoms of COVID-19, you will need to leave and reschedule your appointment.

If you do not have a temperature you will sign-in at the front desk. Please sign your first name only, put down the time, and check mark the "no temperature" box, take a seat and wait to be called back for your appointment.

Wave hello to your therapist, do not shake hands.

As always, if you need to use the bathroom, please remember to wash your hands after using the bathroom.

If you have questions, please call your therapist.