

WINTER UPDATE



WINTER WEATHER POLICY

Dubuque Community Schools Closure

- Unified Therapy Services pediatric clinics will open the clinic doors at 10am. If your child has an appointment before that time, our Patient Care Coordinators will contact you.
- You will receive the following text message as soon as we are notified of the school cancellation:
 - "Unified Therapy Services is opening at 10am (date). Please reply with one of the following options for your scheduled appointment."
 - "C" - confirm same time at the clinic (for appointments after 10am)
 - "T" - keep the same appointment time but switch to telehealth
 - "R" - reschedule to a later time/date
 - "X" - cancel

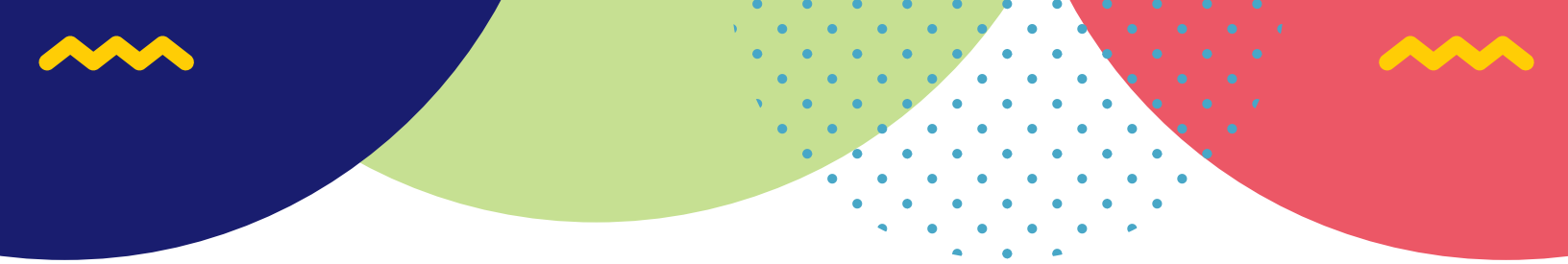
Delay of Dubuque Community Schools

- Unified Therapy Services pediatric clinics will open and operate on their normal schedule. If you would like to switch your morning appointment to telehealth, please contact our Patient Care Coordinators.

Look for our most recent weather-related updates on our Facebook page or KWWL.

ILLNESS GUIDELINES

For our updated illness guidelines and attendance policy please visit UnifiedTherapy.com.



UPDATED WELLNESS SCREENING

Effective Monday, November 16th parents, guardians or caregivers are asked to arrive 5 minutes prior to the appointment and bring the child(ren) into the waiting room through the newly marked door at the front of the building for the wellness screening. Once the screening has been passed, please help the child wash their hands with soap/water or hand sanitizer and then wait in the designated area for the therapist.

We will have screening stations setup and will do our best to maintain the proper 6 feet for social distancing. Masks are required prior to entry and doors will be properly labeled for entrance and exit. We ask parents, guardians or caregivers to please arrive 5 minutes prior to the appointment end time and to monitor the glass doors outside. A therapist will bring the child(ren) to the exit door to meet you.

If there are reasons parents, guardians or caregivers can't wait inside with child(ren) please call the clinic at 563-583-4003 and a staff member can meet at your vehicle to conduct the screening outside.

UNIFIED FAMILY

We're on a mission to help as many people as possible; can you help? If you've enjoyed your time and see the benefit of our therapy services, can you provide a written or video testimonial on Facebook, Google or in an email to share with our community? Not only would it bring a smile to our faces to see your growth, but maybe someone out there can relate to your story and will know we can help them like we helped you!

WHY CONSIDER TELEHEALTH?

Telehealth allows our staff to provide therapy face-to-face with online video conferencing. Appointments will be very similar to your traditional sessions and can be accessed anywhere internet or cellular data service is available. Therapy is so much more than hands-on; this will give the patient and therapist the opportunity to build on education and continue with exercises while implementing the therapist-taught methods in an in-home setting. Our therapists will use objects naturally found in your home or will provide any necessary and practical equipment prior to beginning telehealth therapy sessions. Instead of cancelling an appointment we ask you please consider telehealth. Please reach out to our front desk staff for more information!

HOW DO I SET UP TELEHEALTH?

All you need is a device that has a camera, microphone and connection to the internet or cellular data! Our therapist will send a link to you via text or email for you to access the session.

TELEHEALTH TECH TROUBLE?

Here are a few things to check if you are having trouble with your telehealth session:

- How is my internet connection/cell service?
 - If your connection is low try moving to another part of the house/room.
- Am I using an approved browser type listed below?
 - Google Chrome
 - Mozilla Firefox
 - Safari
- Is my microphone or camera muted?
 - If available, have a pair of headphones with a microphone nearby as a backup.
- Restart the device and then rejoin the session.
- If none of the above resolve the issue please call our Patient Care Coordinators at 563-583-4003 and they will connect you with the therapist to help!



WE'VE EXPANDED OUR SERVICES

Due to increased demand, we've expanded our services to Fennimore, Wisconsin and downtown Dubuque, Iowa!

WEST END DUBUQUE, IOWA

4121 + 4135 PENNSYLVANIA AVENUE DUBUQUE, IA 52002

PEDIATRIC

- Occupational Therapy
- Physical Therapy
- Speech Therapy
- Applied Behavior Analysis

ADULT

- Occupational Therapy
- Physical Therapy
- Speech Therapy
- Workforce Solutions



DOWNTOWN DUBUQUE, IOWA

1690 ELM STREET SUITE 230 DUBUQUE, IA 52001

PEDIATRIC

- Occupational Therapy
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- Speech Therapy
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ADULT

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- Speech Therapy
- Workforce Solutions

SOUTHWEST WISCONSIN

615 ROOSEVELT STREET FENNIMORE, WI 53809

In partnership with Aiming for Acceptance at The Learning Center

PEDIATRIC

- Speech Therapy

