



Memo

To: Executive Administrators, Program Directors, Managers, Family Members and Stakeholders

From: Meredith Pizzi, Executive Director

Date: March 9, 2020

Roman Music Therapy Services is attending closely to the news and updates regarding the novel Coronavirus outbreak (COVID-19) and monitoring the information provided by the Centers for Disease Control and Prevention (CDC) and the Massachusetts Department of Public Health to ensure that we are doing everything possible to prevent the spread of illness and to mitigate any risk factors. We care deeply for the safety of our clients and the particular needs of those we serve who are most vulnerable to this virus, older adults and individuals with complex medical conditions.

In order to best meet our clients' ongoing needs, we have instituted the following changes in our policies effective immediately.

- We will waive all same day cancellation fees for sessions that are cancelled due to sickness before the session time, even within our 24-hour period policy through April 2020
- We have created contingency plans for Virtual Music Therapy Sessions via web conference or telephone conference technology to allow us to continue to serve and support our most vulnerable clients with continuity of services and care through this period of time when face-to-face interactions may be limited. If you believe that it would be beneficial for us to test out the virtual music therapy session technology for your needs, please reach out to the office and we will work with you to evaluate equipment and client needs.
- If you are aware of a presumptive or confirmed case of COVID-19 in your facility or home and believe our staff member may have been exposed, please reach out to us immediately so that we can take all preventative measures necessary.

Our organization prioritizes the health and safety of both our clients and our staff. I can assure you that our team is taking every precaution possible to help prevent the spread of illness. This includes:

- Frequently washing hands with soap and warm water for 20 seconds, especially before and after all client contact and music therapy sessions. If soap is unavailable, alcohol-based sanitizers will be used.
- Avoid touching of eyes, nose, and mouth.



- Staying home at the first sign of symptoms or illness and rescheduling, finding coverage, or cancelling sessions as necessary. Our staff members are to remain home for at least 24 hours after having a fever without taking fever-reducing medication, or showing symptoms of a fever (headache, chills, feeling warm).
- Continuing to use EPA approved, hospital grade disinfectant wipes to clean and disinfect instruments and session materials after each use.

Although we do our best to honor every single session with our clients, we will continue to make everyone's health and safety our top priority, and will cancel or reschedule sessions if necessary during the weeks ahead.

We ask for your help to prevent spreading any viruses this year, especially COVID-19. If the client(s), family members, staff members, or housemates are ill, please reach out to our office as soon as possible to cancel your session. We recognize that you may not always know in advance that someone is ill, and as we work together for prevention, **we will waive all same day cancellation fees for sessions that are cancelled due to sickness before the session time, even within our 24-hour period policy through April 2020.** If our therapist arrives and finds the client or other parties present symptomatic, the session will be cancelled and the session fee will be charged.

We ask for your continued communication over the coming days and weeks as the issues surrounding COVID-19 develop. As mentioned above, we are prepared to use technology to increase our ability to reach our most vulnerable clients during this time and will be reaching out to check in with our clients over the coming days and weeks to determine if virtual music therapy sessions are necessary. **We welcome your call to discuss and coordinate plans for Virtual Music Therapy Sessions either through video or telephone conference call technology at your convenience.** We are here to help ensure that meaningful programming and services can continue if other means for self-expression and engagement in the community become more limited.

We work with many individuals with complex, special health care needs and we appreciate your support and partnership in as we work to maintain access and minimize interruption to services for everyone.

Thank you for your partnership and cooperation during this time.

A handwritten signature in black ink that reads "Meredith R. Pizzi, MT-BC".

Meredith R. Pizzi, MPA, MT-BC
Executive Director