

To:

Address of Client

Venray, 03-03-2020

Dear Sir/Madam,

Because of the COVID19 virus we would like to inform you of the precautionary measures we've taken at Centiv:

- Therapists with a fever or respiratory problems that have been to one of the affected areas will not come to work. If they only have mild problems, they will work from home through digital therapy with skype or minddistrict. If a therapist is not able to come to work because of this reason, we still expect you to be available for therapy, be it online or by telephone. The therapist will inform you personally should that be the case. No show penalties still count for online/telephone treatment, as we need to keep our therapeutic capacity as high as possible to prevent waiting time for new clients in these dire times.
- We will decrease our physical contacts to the minimal. We will not shake hands any longer and will wash our hands regularly according to medical standards. We will also no longer provide any coffee or tea.
- Every Centiv location has enough hygienic materials in storage. We will clean much more regularly to prevent possible infection spread so that clients can come to our office without any danger to their health.
- Clients with fever or serious respiratory problems will not be allowed in our locations en will be offered online/telephone therapy whenever possible.
- If there is a regional quarantine or other circumstance that could affect your appointments or treatment plan, your personal therapist will inform you. There is no need to inform with us in advance.

We will also need your help in protecting the health of our clients and our employees. We expect the following of you:

- Find out if you have the means for online therapy (computer/smartphone, internet, webcam, headphone) at home so that you are ready, should this be necessary
- Should we offer you an online alternative for your current therapy, you can read the manual at www.centiv.nl/covid19
- Follow the Dutch center for disease control (RIVM) guidelines: www.rivm.nl
- When you feel too ill to come to your appointment or for any other reason, please don't call us, but send an e-mail to info@centiv.nl. We read this inbox regularly through the day. This way we can keep our phonelines open in case of emergencies.
- Should you have any questions about the COVID-19 policy at Centiv, feel free to visit www.centiv.nl/covid19 for our latest updates. If you have any suggestions for us, feel free to send them to verbeterpunten@centiv.nl.

Thank you for your understanding.

Kind regards,

The Centiv team