

To Our Valued Clients and Potential Clients,

We hope this letter finds you and your family in good health. Our community has been through a lot over the last few months, and ALL of us are looking forward to resuming our normal habits and routines.

We want to tell you about the infection control procedures we follow in our office to keep clients and staff safe.

Our office follows infection control recommendations made by the U.S. Centers for Disease Control and Prevention (CDC) and the Occupational Safety and Health Administration (OSHA). We follow the activities of these agencies so that we are up-to-date on any new rulings or guidance that may be issued. We do this to make sure that our infection control procedures are current and adhere to each agencies' recommendations.

You WILL see some changes when it is time for your next in office appointment. We made these changes to help protect our clients and staff. For example:

- Our office will communicate with you beforehand to ask some screening questions. You'll be asked those same questions again when you are in the office.
- We have hand sanitizer strategically placed throughout the office and ask that you use it responsibly in that it is VERY difficult to obtain at this time. If at all possible, please consider using the hand sanitizer that you may have for your own personal use.
- You WILL notice that our reception area no longer offers magazines, children's toys and so forth, since those items are difficult to clean and disinfect.
- Appointments will be better managed to allow for social distancing if scheduled over the phone or video conference such as zoom.
- We are working to allow greater time between clients, thus reducing wait times as well as decreasing the number of people in the office at any one time. **WE STRONGLY ENCOURAGE THAT ONLY SCHEDULED CLIENTS COME TO EACH VISIT.**
- Initially, we will ask that as you arrive, please have any guests that are with you remain in your car or outside of the building. This will help facilitate the flow into and through the office. We would appreciate the wearing of your own PPE for your safety, as well as ours, and understand that some may not have access to it which we can offer, if available.
- We look forward to seeing you again and are happy to answer any questions you may have about the steps we take to keep you, and every client, safe in our office. To make an appointment, please email at assistant@donnahunglaw.com or call the office at (407)999-0099.

We value the trust you place in us and look forward to seeing you.

Sincerely,
Donna Hung Law Group