



Visitor Protocols

Important Information:

- All clients/visitors attending in-person appointments must participate in a Health Assessment screening for COVID-19 symptoms.
 - Staff conducting the onsite screening will be wearing gloves and a mask.
- All clients and staff must wear masks to receive in-person services in addition to the recommended physical distance (6 feet).
- Clients/visitors are expected to bring their own mask
- Clients will be allowed into the building no more than 10 minutes before their session to facilitate payment and other documentation requirements.
- A maximum of three people are permitted in the waiting room at any one time.
- Clients attending for couples' or family therapy must wait outside the building or in their vehicle and will be notified when they may enter the building and begin the onsite screening. Notification may occur by phone or email.
- Services must allow for the appropriate physical distancing (6 feet) between the staff and the cohort group (e.g., family).
- Washrooms are closed to the public.
- We will continue to offer telepsychology services in addition to in-person services.

Clients/Visitors Who Display Symptoms While on Site:

- A client/visitor who develops cough, fever, shortness of breath, runny nose, or sore throat while at the site will be sent home immediately in a private vehicle and avoid public transportation, if possible.
- Clients/visitors will be advised to complete the online self-assessment tool once they have returned home and be tested for COVID-19.
- Once a symptomatic individual has left the site, staff will disinfect all surfaces and areas with which the individual may have come into contact.

Cleaning:

- Chairs and other surfaces (e.g., pens, debit machine pad, clipboards) in the waiting room will be sanitized before and after every use.
- Entrance door handles will be sanitized frequently.
- Surfaces (e.g., chairs, tables, and door handles) used for therapeutic services will be sanitized twice after every session.

COVID-19 and Duty to Report under the Public Health Act to the Medical Officer of Health:

- Examples of situations where the reporting obligation may be triggered include where the regulated member:
 - Knows that a client has tested positive for COVID-19 but is not engaging in self-isolation
 - Is aware that a client just returned from out of the country and has refused to self-isolate; or
 - Becomes aware that a patient who has tested positive for COVID-19 recently hosted a large house party.



- Visitor Tracking:
 - For the purpose of tracing close contacts, upon entry all visitors must provide their name and a contact number.