

The Therapy Centre
Re-opening Safety Policies and Procedures

(Updated: March 22, 2022)

The Therapy Centre continues to offer in-person, video- and phone-based mental health and dietitian services. We remain committed to providing a safe environment for everyone and have implemented the following safety measures within our clinics:

- **NEW! In accordance with government guidelines, masks are no longer mandatory within our office suite; however, it is at the discretion of each clinician to determine whether masks will remain required during sessions.** Please check with your clinician for further details.
- **NEW! All of our office building locations (Oakville, Hamilton, Toronto) are deemed medical facilities, and therefore require face masks to enter the building.** Please ensure you are wearing a face mask in all building areas outside of our office suite. Further, our Toronto office waiting room is a shared space with other practitioners and we ask that masks be kept on in this space.
- **We have implemented a hypochlorous acid-based disinfecting system throughout our clinic.** This is a safe and clinically proven product approved for use in Canada against COVID-19. You can learn more about this disinfecting system [here](#).
- We continue to offer teletherapy to minimize the number of clients coming to the Centre.
- **Prior to each face-to-face session, clients will be asked to complete a Jane app health survey** about any symptoms they are experiencing and asked to change their appointments to a video- or phone-based session if symptomatic in any way.
- Team members will self-isolate if showing COVID symptoms
- We may release clients' identifying information to Public Health if required to do so for COVID-19 related contact tracing purposes

Upon Arrival, The Reception Area and Clinic Rooms:

- If you have not completed the Jane app health survey, admin will ask you some health questions upon your arrival
- A disinfectant table will be present with hand sanitizer available for use as needed
- All common areas throughout the clinic will be disinfected on a consistent basis by the team.
- All clinic rooms will be disinfected with the hypochlorous acid-based system.

Cancellation Policy:

- If you develop symptoms within the 24-hour cancellation period (even if you think you might just have allergies) we ask you to contact us to change your appointment to a video- or phone-session

These Policies and Procedures are subject to change. The Therapy Centre will continue to follow local Public Health guidelines to ensure safety for all TTC clients and staff. If you have questions, please contact us (289-291-0205; info@thetherapycentre.ca).