

## The Therapy Centre Re-opening Safety Policies and Procedures

- **NEW: 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 (<https://www.ccrsolutions.com/hypocln>).
- We continue to offer teletherapy to minimize the number of clients coming to the centre
- A small number of clinicians will be returning initially to see those clients who need and/or prefer face to face
- **No more than 2 clients will be permitted in the waiting room at any one time;** to achieve this we are staggering appointments, have only two chairs in the waiting room, and have signage to communicate social distancing. If you arrive early, please wait in your car or in the building lobby and come in just at your appointment time.
- **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 reschedule their appointments if symptomatic in any way; you will not be charged for the session if this occurs.
- 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:

- You will see a sign on the front door asking clients not to enter if feeling unwell (and call to reschedule session)
- We will ask you to sanitize your hands upon entering the waiting room
- All team members will sanitize their hands before and after each client
- If you have not completed the Jane app health survey, admin will ask you some health questions upon your arrival
- Your temperature will be taken by admin, and anyone with an elevated temperature will be asked to reschedule their appointment.

### **The Reception Area:**

- **All individuals are required to wear a mask in the waiting room (please bring your own, otherwise one will be provided for you; exceptions will be made for children and those with medical conditions that prevent wearing a mask)**
- We have Virus Shields up at the reception desk
- There are two chairs available for seating at either end. These will be sanitized after each use.
- A disinfectant table will be present with hand sanitizer available, gloves and masks
- All magazines have been removed
- The water jug has been replaced with bottled water
- Signage will be present communicating safety measures (i.e., please notice we are social distancing; stand here; please sanitize your hands; cover your cough)
- All common areas throughout the clinic will be disinfected on a consistent basis by the team.

### **Clinic Rooms:**

- Each room has been checked to ensure that 6 feet face to face is in place
- All chairs in clinic rooms are leather to facilitate wiping down
- Chairs will be disinfected after each client use
- Doorknobs will be wiped down after each client
- Gloves and masks are available (if needed)
- Our assessment table (for psychoeducational assessments, etc) has a removable virus shield
- All clinic rooms will be disinfected with the hypochlorous acid-based system daily.

### **Payment:**

- We will continue to use electronic transfers and credit card transfers for payment of services. We encourage credit cards over cash
- If you develop symptoms within the 24-hour cancellation period (even if you think you might just have allergies) we ask you to reschedule and you will NOT be charged for the session
- Payment machines will be wiped down after each use
- Receipts will be emailed to you