

The Therapy Centre
Re-opening Safety Policies and Procedures

(Updated: July 29, 2021)

- **NEW: The Therapy Centre is expanding access to in-person sessions.** Many clinicians will be offering in-person therapy, and each clinician will set a specific policy about use of masks inside the treatment room. Please contact your clinician to discuss whether this option is right for you.
- **It is mandatory for all clinicians and clients to wear a mask at all times in the clinic waiting area (please bring your own, otherwise one will be provided for you).** Exceptions will be made for those with medical conditions that prevent wearing a mask.
- **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.
- **No more than 4 clients will be permitted in the waiting room at any one time;** to achieve this we are staggering appointments, have a limited number of 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 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:

- 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

The Reception Area:

- We have Virus Shields up at the reception desk
- There are a limited number of chairs available for seating.
- A disinfectant table will be present with hand sanitizer available and masks
- All common areas throughout the clinic will be disinfected on a consistent basis by the team.

Clinic Rooms:

- Chairs will be disinfected after each client use
- Doorknobs will be wiped down after each client
- 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.

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. If you have questions, please contact us (289-291-0205; info@thetherapycentre.ca).