



## **Office Safety Precautions in Effect During the COVID-19 Pandemic**

The following precautions are taken to protect our clients and team members and help slow the spread of COVID-19. Thank you for doing your part in keeping everyone safe!

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- Office seating in the waiting area and in therapy rooms has been arranged for appropriate physical distancing.
- All therapists maintain safe distancing and avoid physical contact with clients.
- As part of the province's Step 3 COVID-19 plan, masks are required in all indoor public spaces including office buildings.
- Restroom soap dispensers are maintained, and everyone is encouraged to wash their hands.
- All clients are requested to use hand sanitizer upon arrival. Hand sanitizer that contains at least 70% alcohol is available in each therapy room and the waiting area.
- We schedule appointments at specific intervals to minimize the number of people in the waiting area.
- Clients are asked to wait in their cars or outside until no earlier than 5 minutes before their appointment time.
- All payment transactions are processed through the clinic's booking system, Jane App. There will be no in-person credit card transactions or cash payment taken.
- Tissues and trash bins are easily accessed. Trash is disposed of on a daily basis.
- Surfaces and door handles are thoroughly disinfected throughout the day and at the end of each day.
- Clients who are feeling sick are asked to conduct their session via telehealth video conferencing or cancel their appointment. The late cancellation fee is waived for this reason.
- Clients who have travelled outside of Canada or have been in close contact with others who have travelled outside of Canada are requested to only visit our office if they (or their close contact) have received a negative PCR COVID-19 test result upon returning to Canada. Otherwise, clients are asked to see their therapist via telehealth video conferencing until a negative PCR test result can be attained or 14 days have passed upon returning to Canada.
- Clients who have been positively tested for COVID-19 or have been in close contact with someone who has been positively tested are requested to refrain from visiting our office until their doctor has cleared their safe return. They are given the option to see their therapist via telehealth video conferencing.