

What to Expect at Your In-Person Appointment

Before Your Appointment

- Please complete a self-screening the day of your appointment.
- Please do not attend your appointment if you:
 - have a confirmed case of COVID-19 or are awaiting test results.
 - had close contact with someone else who has tested positive for COVID-19 or who is awaiting test results when you were not wearing appropriate PPE.
 - Have travelled outside of Canada in the past 14 days.
- Please do not attend your appointment if you or someone in your household are experiencing any of the following symptoms:
 - Fever (temperature 37.8 or higher)
 - New onset of cough
 - Worsening chronic cough
 - Shortness of breath
 - Difficulty breathing
 - Sore throat
 - Difficulty swallowing
 - Decrease or loss of sense of taste or smell
 - Chills
 - Headaches
 - Unexplained fatigue/malaise/muscle aches (myalgias)
 - Nausea/vomiting, diarrhea, abdominal pain
 - Pink eye (conjunctivitis)
 - Runny nose/nasal congestion without other known cause
- Please discuss with your counsellor if you would like someone else to attend the appointment with you (ex/ family member, support worker, etc.). Guests may not be permitted at this time.

When You Arrive

- Please come in as close to “on time” as possible to minimize time in the waiting room.
- Please wait outside or in your car until your appointment time if possible.
- Please use the hand sanitizer pump at reception or wash your hands immediately.
- Please bring/wear a mask if possible. If you do not bring your own, Daya will provide a disposable mask. Masks must be worn unless you are medically unable to do so. Please advise your counsellor in advance if this will affect you so additional arrangements can be made.
- Screening questions will be asked at reception.
- Please bring your own beverage (water, coffee, etc.) as this is not available.

During Your Session

- Your counsellor will be wearing a mask. If you are unable to wear a mask for some reason, your counsellor will also be wearing a clear face shield.
- Please maintain 6 feet distance as much as possible.
- Your counsellor will have direct you to the seating arrangement that allows both of you to maintain distance.

After Your Session

- Your counsellor will walk you back down to the entry area.
- Your counsellor will process your fee/payment, if applicable. Electronic payment (debit, credit, or e-transfer) are preferred if at all possible.
- Your counsellor will sanitize the space after your session.

** Please note: Daya Counselling Centre reserves the right to ask clients to leave if they are exhibiting symptoms of COVID-19*

Safety Measures Daya offers:

- Spaced furniture to help with distancing.
- Sanitizer widely available.
- Reduced appointment times to limit number of clients in building at the same time.
- Reduced number of staff working at the same time.
- Cleaning/sanitizing of common areas at least twice a day.
- Cleaning/sanitizing of offices after each appointment.
- Masks worn by staff during appointments. Face shields may also be worn.
- Disposable face masks available for clients if unable to bring a reusable mask.
- Staff completing self-screening before coming to work each day.
- Symptom and exposure screening of all people entering the agency.
- Service delivery by phone or video wherever possible.
- Relaxed cancellation policies – no charges for missed or late cancellations of in-person sessions due to illness.