

## What to Expect at Your In-Person Appointment During the COVID-19 Response Period

### Before Your Appointment

- Please complete a self-screening the day of your appointment.
- Please do not attend your appointment if you:
  - Currently have one or more new or worsening COVID-19 symptoms listed on the self-screening checklist;
  - Have been told by a doctor, health care provider, or public health unit that you should currently be isolating (staying at home); or
  - Live with someone who has been told by a doctor, health care provider, or public health unit that they should currently be isolating **unless you are fully vaccinated and can provide proof of vaccination.**
- 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 wear a mask. 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.
- Our reception team will process your fee/payment, if applicable. Electronic payment (debit, credit, or e-transfer) are preferred if at all possible.
- Please avoid consuming food or beverages other than water during your appointment. Please bring your own water, if possible.

### 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 between yourself and others during your visit.
- Your counsellor will direct you to the seating arrangement that allows both of you to maintain appropriate distance.

### After Your Session

- Your counsellor will walk you back down to the entry area.
- 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 Offered**

- Spaced furniture to help with distancing.
- Hand 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 COVID-19 symptoms.