



Family Information - Attending Appointments

Keeping You Safe

You will be attending an onsite appointment at one of our St. Clair Child & Youth Services locations. This information document is to help keep you informed of some of the changes that have been put in place to keep you safe due to the COVID-19 pandemic. Your counsellor/therapist will have reviewed this with you at the time of making your appointment as well. If you have any other questions/concerns, please connect with counsellor/therapist to discuss.

Before you attend your appointment

If you are experiencing any of the following please DO NOT attend your appointment and call to re-schedule:

- Fever
- 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

Attending your appointment

In keeping with public health guidelines and making your safety a priority, there have been some changes to the way you might normally attend an appointment. These changes (outlined below) will support you in your in-person visit with your counsellor/therapist.

- 1) Your counsellor/therapist will be contacting you before your appointment to confirm that they are feeling well and that you and others attending the appointment are feeling well. They will also answer any questions that arise from this family information document and explain the Release of Liability Form that you will be asked to sign at your visit. During this discussion if you choose not to sign the form, your appointment will be re-booked to a virtual session.
- 2) Please limit the number of people you are bringing to a session with you as we want to maintain social distancing. Please speak to your counsellor/therapist about this.
- 3) When parking, please try to leave a space between you and any other parked cars. If this is not possible, please wait for others to exit their vehicles and enter the building before exiting your vehicle.

- 4) When you arrive, please enter the building only at your designated appointment time. Use the hand sanitizer upon entering the building. Follow the appropriate spaces and directional arrows on the floor and go to reception.
- 5) Please remain aware of those around you while at the front entrance or in the lobby area and maintain physical distancing of 2 meters (6 feet).
- 6) Our receptionist will conduct a screening for COVID-19 symptoms prior to your appointment.
- 7) **Personal Protective Equipment (PPE)** – PPE will be used in certain situations. If you have a mask, please bring it – otherwise we will supply you with one (i.e. where 2 meters/6 feet apart cannot be maintained) For your safety, masks will be mandatory in our hallways. Please feel free to discuss with your counsellor/therapist ahead of your appointment if there are specific concerns, or accommodations that we can support you with.
- 8) Prior to your appointment your counsellor/therapist will have sanitized the meeting space and will sanitize following your appointment with them.
- 9) Your counsellor/therapist will have marked seating to ensure appropriate physical distancing is maintained throughout your appointment.
- 10) Following your appointment, your counsellor/therapist will walk you out.

Additional Notes and Tips:

- Talk with your child/youth ahead of the appointment to help prepare them for these changes.
- Explain that they may see their counsellor/therapist sitting further away from them than normal or wearing a mask, help them understand this is to keep them safe and not because their counsellor/therapist does not want to be near them.
- Help prepare them to keep their physical distance from others when at the building, and to follow all the instructions that are posted throughout the building to ensure everyone's safety.
- Counsellor/therapists will not be walking alongside clients and families when on their way to or from the appointment. This may feel awkward but remind your child/youth it is being done to keep everyone safe.

Changes at our Buildings

You will notice that there are some changes that we have made at our sites to protect our staff and our clients and keep everyone safe. The following are some of the changes you may notice:

- 1) We have installed temporary Plexiglas barriers at our reception areas. This is to help protect our staff and you. This barrier is only temporary and when COVID restrictions are lifted, and following direction from Public Health, they will be removed.
- 2) We have removed some of our seating/cushions in the lobby/waiting areas to help promote physical distancing.
- 3) We have removed all paper products such as flyers/magazines from our lobby/reception/meeting room areas.

- 4) We have removed all toys from our lobby/reception areas. You may want to bring a toy from home.
- 5) We have removed all public electronic stations such as the iPads from our lobby/reception areas.
- 6) We have installed multiple hand sanitizing stations around the building with signage to inform on proper hand sanitizing techniques. Public Health recommends proper hand washing is still the best defense, but where this is not possible the hand sanitizing stations will help keep you protected. <https://www.publichealthontario.ca/en/health-topics/infection-prevention-control/hand-hygiene>
- 7) You will notice a number of markings both on the floors and walls at the building to help all of us maintain physical distancing. We have created one-way flow of foot traffic where possible and made certain adjustments in hallways where one-way traffic is not possible, and we ask that everyone follow the directional markings on the floor/walls when walking around the building. There are also markings on the floor to help maintain physical distancing while waiting.
- 8) Please remain aware of those around you and help maintain physical distancing.

Keeping you Safe

We have implemented all the sanitizing/cleaning processes as outlined by Public Health and are following best practices to ensure a safe environment for you to attend your session in person. We have provided sanitizing kits in all meeting spaces that you are free to use when attending your session. We also ask that you help to keep everyone else and our staff safe and follow all instructions posted at our sites.

In an effort to further monitor and contain the spread of the virus, we will be maintaining a contact tracking log for recording instances where clients, staff, or visitors have not been able to social distance (come within 6 feet / 2 meters). In these situations, your name, date of appointment, and phone/email will be recorded and shared with public health if deemed necessary.

These necessary changes will make things feel different, and we are aware of that, and want to assure you that we are doing what we can to maintain our personal connections with you while we maintain our physical distancing. Please feel free to discuss any of these changes with your counsellor/therapist as they are here for you to help you through these challenging times.