

Office Policies and Procedures Re: COVID 19

This document is to ensure that clinicians and clients using this office space (203 - 220 Kennevale Drive, Nepean, ON, K2J 6B6) understand policies and procedures for attending an in-person appointment, and to confirm that all clinicians in this location are following appropriate safety protocols in response to the risk of COVID-19. All clients are asked to review this document and ask any questions before attending their appointment. Your clinician will request a signed copy of this form for your file, to demonstrate they have reviewed these policies and procedures together.

Clinicians at this location have independent solo practices and are responsible for their own space and clients. We collaborated to develop these procedures together, based on the Ontario Emergency Order (<https://www.ontario.ca/page/emergency-information>), Ontario Ministry of Health (http://www.health.gov.on.ca/en/pro/programs/publichealth/coronavirus/docs/2019_essential_workplaces_guidance.pdf), and recommendations from the College of Psychologists of Ontario.

General Guidelines

- Whenever possible, we will continue to conduct appointments by video or phone to minimize in-person visits to the office.
- In-person appointments will be offered only if the appointment is essential, and the client is unable to attend via video or phone (e.g., no internet, no privacy at home).
- We will endeavour to start expanding in-person appointments gradually, so that we can ensure procedures are being followed to maintain safety for all.
- Clinicians and clients are all expected to follow Ontario Ministry of Health /Public Health Guidelines for social/physical distancing, proper hygiene: <https://covid-19.ontario.ca/>

Office Maintenance Procedures

- The office will be cleaned daily, and frequent contact surfaces (doorknobs, light switches) will be disinfected regularly/throughout the day as needed.
- Hand sanitizer in the waiting room and soap in the washrooms are provided. Clinicians and clients are required to wash/sanitize hands on entering the office and as needed (e.g., between appointments).
- Waiting room and office chairs are positioned to allow distancing as much as possible (given the constraints of office size).
- Appointments will be spaced out to the extent possible, to minimize clients congregating in the waiting area and to allow time for cleaning between appointments.

Prior to an In-Person Appointment

- All clinicians and clients must complete a self-screening prior to an in-person appointment via the Ministry of Health Website at <https://covid-19.ontario.ca/self-assessment/> (Please note: screening criteria may change, so a new screening must be repeated online before each visit to the office).
- All clinicians and clients must follow the recommendations/outcome of the screening.

- If the screening indicates you should stay home, we will offer a phone or video appointment instead of meeting in person.
- If the screening indicates a clinician must stay home, they will contact you as soon as possible to advise you of your options (e.g., they may still be able to offer a video appointment from a home office).

A Note About “At Risk” Groups

- At this time, the Ontario Ministry of Health advises “At Risk” groups (e.g., over age 65, anyone with medical conditions such as diabetes, asthma, COPD, heart conditions) to self-isolate. This is for the protection of the “At Risk” individual. We strongly encourage anyone in this group to follow ministry guidelines to self-isolate until restrictions are eased. We can offer a phone or video appointment while you do so.
- In some circumstances, there may be a strong need for psychological services, and risk associated with delaying these services can become heightened (e.g., if there is a significant decline in mental health, risk of harm, or other negative outcome). If you are unable to have a phone or video appointment but feel an elevated need to meet in person, please discuss this with your clinician by phone to determine the best course of action.
- If you are in the “At Risk” category but have an urgent need for an in-person appointment, we strongly recommend that you discuss your physical health condition and the associated risks with your medical doctor (family physician or specialist). To be cautious, it is best to obtain medical advice about risks of attending an appointment in person, and whether additional precautions are needed given your health condition.
- Anyone experiencing a mental health crisis or emergency is reminded to rely on emergency resources (call 9-1-1, proceed to your nearest hospital emergency department) or the Mental Health Crisis line (613-722-6914 or 1-866-996-0991, www.crisisline.ca) or Distress Centre of Ottawa (613-238-3311, www.dcottawa.on.ca)

Appointment Procedures (for in-person appointments, following successful screening):

- If you arrive early, please wait outside the building or in your vehicle, and enter the office no more than 2-5 minutes prior to your appointment (unless otherwise arranged). This helps us limit the number of people in the waiting room and clean between appointments.
- Wash or use hand sanitizer to clean your hands upon entering and leaving the office, and as needed (e.g., before/after using shared items, after coughing/sneezing).
- Clients are asked to bring their own reusable masks if needed. Clinicians will have their own masks. Masks are not required but may be used as needed for added protection if desired.
- We will refrain from contact (e.g., no shaking hands).
- When possible, anyone not involved in the appointment (e.g., driver, escort) is asked to wait elsewhere to limit waiting room traffic.

Declaration of Informed Consent

I _____ (print name) have read and understood the above information. I accept and agree to follow the above policies. I agree to request clarification (at any time) if I have any questions or concerns, and I understand that staff will follow these procedures as well. I understand that even with appropriate precautions, we cannot eliminate the

risk of COVID-19 exposure, and that I can request a phone or video appointment at any time. I acknowledge that I have been provided with a copy of this document for my records.

Child or Adolescent Name: _____

Child or Adolescent Date of Birth: _____

Parent Name: _____

Parent signature: _____

Date: _____