



Dear Clients,

We hope you and your families have been keeping well and healthy. As we resume seeing clients in person, we have received direction and guidance from the College of Psychologists of BC, Public Health Officials (including the Provincial Health Officer), and WorkSafeBC on COVID-19 safety protocols. We have been working diligently to implement protocols to keep our clients, staff, and psychologists safe during this time and for the foreseeable future. The following protocols and guidelines have been established, and anyone attending the clinic in person is required to adhere to them.

Preparation:

- ONLY scheduled clients (and parents of child and adolescent clients) are permitted to enter the clinic. If you were driven to the clinic, please ask the person who drove to wait for you somewhere outside of the clinic.
- Please complete the BC COVID-19 Self-Assessment Tool the night before your scheduled appointment: <https://bc.thrive.health/covid19/en>
- Please do not enter the clinic if you are feeling ill and/or have any of the following:
 - 1) Fever, cough, sneezing, runny nose, sore throat, or fatigue, OR
 - 2) Someone residing in your home with any of these symptoms, OR
 - 3) Been outside of the country (including travel to the USA) in the last 14 days, OR
 - 4) Been in contact with someone who is confirmed to have, or is under investigation for, COVID-19. Please call 604-985-3939 or email us at nssac.reception@gmail.com to reschedule your appointment. *You will not be charged a late cancellation fee if you have to cancel your appointment for any of these reasons.*

Arrival to the Clinic

- Please enter the clinic no earlier than 5 minutes before your scheduled appointment time.
- Please use the hand sanitizer station immediately upon entering the clinic.
- Please keep 2 metres (6 feet) between you and others in the clinic. This may mean having to yield or wait for others to exit certain areas (e.g., hallways).
- Please do not bring food or drinks into the clinic.
- Upon arrival at your appointment, if we observe any cold or flu-like symptoms or determine that you may have had physical contact with friends or family who may have COVID-19, we will respectfully ask you to leave and reschedule your appointment.

What to Expect

- Plexiglass has been installed at our front desk and “no-go” areas around the front desk have been labelled on the floor.
- Seating in the reception areas has been set up for physical distancing.
- Appointments are being staggered to minimize congestion in the waiting areas.
- All toys, books and magazines have been put away.
- All high frequency touch points in your therapist’s office (e.g., tables, chair arm rests, doorknobs) will be cleaned/disinfected after each appointment.
- Please be aware that your psychologist is obligated to provide your contact information to appropriate health authorities for contact tracing, when required. This situation could arise if any clinician tests positive for COVID-19, if a client tests positive for COVID-19, or if another client who has attended the clinic (or any other contact of your clinician) has tested positive for COVID-19.

Thank you so much for your cooperation in protecting the safety of everyone who works at or attends our clinic.

Sincerely, The NSSAC management team

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