

## RELAUNCH CONSIDERATIONS

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### Distancing Measures

- Upon arrival, clients are to phone the Receptionist. They will review the Health Questionnaire with the Client and advise them to wait in their vehicle until the Therapist is ready for them. If the Client answers any of the questions affirmatively, they will be told to go directly home and call 811 or take the Self Test on the AHC website.
- Once the Therapist has confirmed that they are ready for the Client, the client will be phoned and allowed into the reception area where there is Hand Sanitizer available, and payment will be handled.
- No outside food or beverage will be allowed into the office
- They will then be directed to the office for the appropriate therapist.
- At the end of the session, the therapist will check to see if there are any other staff or clients in the hallway and when there are no clients or staff in the hallway their own client will be allowed to leave.
- All offices have a 2 meter distance between the Therapists chair and the client.
- Only the client(s) and legal guardian if applicable with the confirmed appointment will be allowed into the building.
- The waiting area is closed with the only exception if a parent or guardian of a minor client requires accommodation. There is appropriate social distancing spacing in this area. The chair will be cleaned and disinfected after the client leaves.

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### Cleaning

- Washrooms will be locked, and should a staff member or client require use, the key provided. After the washroom has been used, the high touch areas will be cleaned and disinfected.
  - The therapist will be required to use a disinfectant on the couch and any other touch area that the client may have used after the client session and prior to allowing the next client into their appropriate office.
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## COVID-19 INFORMATION

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- All high touch areas in the reception area ie pos machine, etc. will be disinfected if used by the client, and any other item that may be handled by the client.

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### Screening for Symptoms

The Health Questionnaire must be completed by all staff and Therapists prior to commence of the workday. If there any questions answered affirmatively, the employee or therapist will not be allowed on the premises and instructed to go home and take the self test on the Government website or phone 811.

The Health Questionnaire must be completed by all clients and any individual requiring access to the premises prior to being allowed in to the office. If there any questions answered affirmatively, they will not be allowed on the premises and instructed to go home and take the self test on the Government website or phone 811.

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### Personal Protective Equipment (PPE)

- Masks are to be worn by the Client and therapist and any staff in the common areas, hallways, stairwells, etc., and upon arrival by the client.

- Physical barriers are in place between the clients and the reception staff.

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### Responsibilities

As the receptionists / administration staff are the first point of contact with the Client it will be their primary responsibility to ensure that these procedures are followed and any infractions reported to the Office Manager and/or Clinical Director.

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