



# Heather Hassenbein

COUNSELLING AND ART THERAPY

## COVID-19 SAFETY PLAN

WorkSafe BC in consult with the British Columbia Association of Clinical Counsellors have written guidelines for registered clinical counsellors to return to in-person counselling. The following policies and procedures reflect those guidelines and have been put in place to reduce the risk of COVID-19 transmission.

- I. Appointment Policies
  - a. In-person appointments will be limited going forward and should be considered urgent and necessary; otherwise online counselling sessions will continue for the foreseeable future.
  - b. Clients are required to complete a Covid-19 Screening Questionnaire 24 hours before their in-person appointment. Counsellor will review the questionnaire and either approve or cancel the appointment.
  - c. If a client arrives at the office and it appears they are unwell, they will be asked to reschedule their appointment.
  - d. If a client has symptoms of a cold, flu, or Covid-19 including a cough, sneezing, runny nose, sore throat, and/or fatigue OR has been in contact with someone with these symptoms, they must cancel their appointment.
  - e. All late cancellation fees will be waived for the remainder of 2020.
  - f. Clients will arrive at their appointment time and refrain from waiting in the hallway.
  - g. Cash will not be accepted for payment.
- II. Maintaining Physical Distance
  - a. Two metres (6 feet) will be maintained between the counsellor and client while in the office.
  - b. Personal protective equipment (PPE) (masks) are encouraged but will not be required as 2 metres can be maintained in the office; however, in the instance it cannot counsellor will wear a mask. Clients must provide their own mask as counsellor does not have masks available for clients.
  - c. Hand shaking or any type of close contact will be avoided.
  - d. Water, tea, and snacks will no longer be provided for clients at this time.
- III. Cleaning and Hygiene
  - a. Hand sanitizer will be available to clients.
  - b. Counsellor and client will participate in good respiratory etiquette by covering the mouth and nose with the crease of the elbow or with a disposable tissue when coughing or sneezing.
  - c. Counsellor will ensure that all high touch services (e.g., door handles, light switches, art supplies) are sanitized before and after a client attends an in-person appointment. All in-person appointments are scheduled in a way that allows counsellor time to sanitize surfaces between appointments.