

In-person Service Protocols Phase 5

All clients must complete a COVID-19 screening measure two days prior to every in-person appointment. An example of COVID screening questions you will be asked to answer, include:

- In the past 48 hours, have you had, or are you currently experiencing a fever OR a cough (new or worsening)?
- In the past 48 hours, have you had, or are you currently experiencing two or more of the following symptoms (new or worsening): Sore throat, shortness of breath, runny nose, or headache?
- Have you traveled outside of Nova Scotia in the past 14 days that required you to self-isolate?
- Have you been in close contact (less than six feet/2 meters) with anyone in the past 14 days who has a confirmed or presumptive case of COVID-19, is awaiting test results, or is required to self-isolate?
- Have you been to any of the locations identified by NS Public Health as potential exposure sites (during dates and times listed)?
- Are you required for any other reason to be self-isolating?

If you are exhibiting symptoms of COVID-19 or answer "yes" to any of the screening items, you will have to cancel/reschedule your appointment or change your appointment to telehealth. All cancellation fees will be waived. We also recommend that you self-isolate at home and call 811 for further advice or testing.

- Please note: Anyone who accompanies you must also be screened.

Our clinicians will also regularly self-screen and will not come to the office if feeling unwell or exhibiting any signs of COVID-19 or possible exposure.

We will do the following to decrease risk:

- We will NOT require proof of vaccination for in-person sessions.
- We will require staff and clients to continue to wear a face mask (covering both nose and mouth) at all times in public spaces within our office.
 - If clients are unable to wear a face mask for medical reasons, you may be asked to wear a face shield prior to entering the office.
 - If you are unable to wear a mask for other reasons, the session will be re-scheduled or offered through telehealth.
- Continue to follow strict disinfecting protocols between client sessions.
- Follow strict hand-washing protocols between client sessions and before and after disinfecting the space.
- Staff will cancel appointments if they have any symptoms on the COVID screener, as outlined by current public health guidelines in the province.
- We will continue with social distancing measures (6 feet/2-meter distance). All offices have designated seating in order to maintain distance. In public spaces where this is not possible, we will require people to take turns when entering hallways, doorways, etc.
- Waiting Areas: Seating in Suite 209 is limited to three (3) people; Suite 204 seating is limited to two (2) people. Seating will be designated in order to maintain distance.

- If seating is not available, we ask that you wait outside until your session.
- At this time, we will not be offering hospitality service such as offering water or coffee. If you would like to bring your own beverage, please ensure that you dispose of it or take it with you when you leave.
- Once directed by NS Public Health that it is safe to do so, clients and clinicians who are seated in the office, maintaining social distance, can remove face masks by mutual agreement, or retain them, or one or the other can retain them, by mutual agreement.
- Only two people will be allowed in the building washrooms, with only one at the sink at a time while maintaining six feet of distance at all times.
- Only two people will be allowed in the building elevator at a time, and there will be floor markers indicating where they should stand to ensure proper physical distancing.
- The building will be engaging in regular disinfecting of high touch areas in public areas of the building.

Clients will be asked to continue to do the following in order to protect our clients and staff with underlying health conditions during Phase 5:

- COVID screening: you will be asked to answer COVID screening questions 48 hours prior to your appointment.
- You will be asked not to come to your appointment any more than 5 minutes in advance, and to call when you arrive to check-in.
- You will be provided hand sanitizer before entering the treatment room.
- You will be required to wear a non-surgical mask (covering nose and mouth) when entering the building and the clinic.
- You are asked to maintain a physical distance of 6 feet/2 meters from others in the building, including with therapist, whenever possible.
- You are asked to come into the building by yourself and for family members to wait for you in the car, unless absolutely necessary for someone to attend with you.
- If you have symptoms, you will be advised to call 811 and the session will be ended immediately. In this case, please obtain a COVID test prior to scheduling your next in-person appointment. Otherwise, please book a virtual appointment.

Arrival Instructions:

Upon your arrival, we ask that you follow the guidelines posted for masking and social distancing in the elevator and for using stairwells.

- Self-check-in instructions will be posted on the door.
- Please scan the provided QR code and follow the prompts to alert your therapist that you have arrived for your session.
- Please DO NOT ARRIVE MORE THAN 5 MINUTES EARLY for your session time as our waiting rooms have limited capacity in order to maintain recommended distancing rules. We ask that you wait in your car, outside or in the hallway.
- Your therapist will contact you by email, text, or phone call to notify you when it is safe to enter the office.
- Only individuals with a pre-booked appointment wearing masks will be permitted in the office.

PLEASE WEAR A FACE MASK (N95, medical, or non-medical) PRIOR TO ENTERING THE BUILDING, AND USE HAND SANITIZER WHEN ENTERING THE WAITING ROOM. MAINTAIN A PHYSICAL DISTANCE OF 2 METERS OR 6 FEET FROM ALL PERSONS.

During this time, we will not be offering beverages. Air conditioning is maintained by the building superintendent according to recommended regulations; therefore, you may find the space warmer than usual. Please plan ahead and dress appropriately.

Stay healthy, safe and connected.

A handwritten signature in black ink, appearing to read "LHartman", with a long, wavy horizontal line extending to the right.

Lesley Hartman, M.A.
On behalf of the whole team at LHA Inc.