

Guidelines for the Re-opening of Tara Munro Counselling Optional In-Person Services – Covid-19 Safety Plan - Phase 2

At Tara Munro Counselling, the health of our clients and myself are our first priority. We are SO grateful to be able to welcome clients back, but that isn't without some new policies and procedures to ensure we can continue to provide the same amazing level of care you've grown to expect from us, while respecting the provincial health authority on infection control and physical distancing.

We've made some physical changes around the center in order to comply:

1. Upon entering the office, please use the washroom to wash your hands thoroughly, and each office has hand sanitizer.
2. Waiting room chairs: we have removed and moved around a few chairs in our waiting room to comply with physical distancing requirements. You may also wait until your appointment time to come in if you would not like to wait in our waiting room.
3. We have temporarily removed all reusable mugs and our chocolates from the waiting room/kitchen but have provided disposable cups for water/tea use.
4. Hand washing posters; please refer to the poster by our sink for proper hand washing hygiene.
5. We will not be requiring the use of gloves or masks in office as that reduces our ability to connect with clients; however, if you'd like to wear gloves or a mask, we ask that you place it on prior to entering the office.
6. Some of our offices have been reconfigured to ensure the 2-meter (6 feet) distancing requirements between clients and therapists.
7. Booking appointments: all appointments will be spaced out by 15 minutes to minimize cross over with other clients and to allow the office to be thoroughly disinfected between sessions.
8. Clinic cleaning procedures: we will be wiping down all doorknobs, handles, and commonly touched surfaces throughout the day with COVID approved medical grade wipes.
9. After each individual use, an item will be disinfected.
10. Contactless payment options: we are currently not accepting cash or cheque; e-transfer or credit card payments only. We apologize for this inconvenience.
11. We ask that if you are displaying any symptoms, regardless if you believe it is a cold or flu, or possible COVID-19, to **not enter the office and cancel your session**. We will be flexible with our cancellation policy if you come down with cold and flu-like symptoms if you cancel prior to session. However, if you arrive in office without cancelling and you are showing symptoms, we will cancel your session immediately and you will be charged for the session.
12. Virtual sessions continue to be an option and we ask that **only** clients who believe they are low-risk attend sessions in-person or are needing an emergency session. All in-person sessions will require a signed Informed Consent for In-Person Services during the Covid-19 Public Health Crisis.