



## Information for Clients with In Person Counselling Sessions

### **Safety Measures FSTV has in place**

- Taped lines and spaced furniture to help with distancing
- Sanitizer available on wall pumps
- Reduced appointment times to limit number of clients in building at the same time
- Reduced number of staff working at the same time
- Cleaning/sanitizing of common areas at least twice a day
- Cleaning/sanitizing of offices after each appointment
- Face shields and/or masks worn by staff during appointments
- Disposable face masks available for clients if needed
- Staff completing self-screening before coming to work each day
- Service delivery by phone or video wherever possible
- Relaxed cancellation policies – no charges for missed sessions or late cancellations

## What to Expect at Your In Person Appointment

### **Before Your Appointment**

- Please complete a self-screening the day of your appointment
- Please do not attend your appointment if:
  - You or someone in your household are experiencing any symptoms such as:
    - Shortness of breath
    - Trouble breathing
    - Persistent dry cough
    - Fever
    - Loss of taste or smell
    - Excessive tiredness
  - You have been out of the country in the last 14 days
- Please discuss with your counsellor if someone else will be attending the appointment with you (ex/ family member, support worker, etc)
- If you have a mask and would like to wear it, please bring it with you as we have a limited supply for clients

### **When you Arrive**

- Please come in as close to on time as possible to minimize time in the waiting room
- Please wait outside or in your car until your appointment time if possible
- Please use the hand sanitizer pump on the wall in the doorway
- Please wear a mask if you would like
- Please bring your own beverage (water, coffee, etc) as this is not available
- Screening questions will be asked at reception

### **During your Session**

- Your counsellor will be wearing a face shield
- Please maintain 6 feet distance as much as possible at all times
- Your counsellor will have 6 feet markers in their office to maintain distance

### **After Your Session**

- Please exit through the side door to minimize foot traffic in the lobby
- Your counsellor will sanitize the space after your session

*\*Please note: FSTV reserves the right to ask clients to leave if they are exhibiting symptoms of COVID-19*