



Dear Clients,

We continue to work diligently to implement protocols to keep our clients, staff, and clinicians safe during this time and for the foreseeable future. The following COVID-19 safety protocols have been established based on the direction and guidance from the College of Psychologists of BC, Public Health Officials (including the Provincial Health Officer and BCCDC), and WorkSafeBC. Anyone attending the clinic in person is required to adhere to the following:

Preparation:

- Clients over the age of 11 years attending in-person appointments are required to be fully vaccinated. Exceptions include individuals who are not able to get vaccinated for medically-approved health reasons.
- ONLY scheduled clients (and parents/guardians of child and adolescent clients) are permitted to enter the clinic. If you were driven to the clinic, please ask the person who drove to wait for you somewhere outside of the clinic.
- Please complete the BC COVID-19 Self-Assessment the morning of the day of your scheduled appointment before coming to the clinic: <https://bc.thrive.health/covid19/en>
- Please do not enter the clinic if you are feeling ill and/or have any of the following:
 - 1) Fever, cough, sneezing, runny nose, sore throat, trouble breathing, loss of smell or taste, or extreme fatigue, OR
 - 2) Someone residing in your home with any of these symptoms, OR
 - 3) Been in close contact with someone who is confirmed to have, or is under investigation for, COVID-19, OR
 - 4) Been advised to self-isolate or quarantine.

**Please call 604-985-3939 or email us at nssac.reception@gmail.com to reschedule your appointment or to change it to a phone or video session. You will not be charged a late cancellation fee if you have to cancel your appointment for any of these reasons.*

Arrival to the Clinic

- Please enter the clinic no earlier than 5 minutes before your scheduled appointment time.
- Masks are required in all common areas of the clinic (waiting room, hallways, etc.), and your clinician will inform you whether you are required to wear a mask during your session.
- Please use the hand sanitizer station immediately upon entering the clinic.
- Please keep 2 metres (6 feet) between you and others in the clinic. This may mean having to yield or wait for others to exit certain areas (e.g., hallways).
- Please do not bring food or drinks into the clinic.
- Upon arrival at the clinic, if we observe any cold or flu symptoms or determine that you may have had close contact with someone with COVID-19, we will respectfully ask you to leave and reschedule your appointment.

What to Expect

- Plexiglass has been installed at our front desk and “no-go” areas around the front desk have been labelled.
- Seating in the reception areas has been set up for physical distancing.
- Appointments are being staggered to minimize congestion in the waiting areas.
- All toys, books and magazines have been put away.
- All high frequency touch points in your therapist’s office (e.g., tables, chair arm rests, doorknobs) will be cleaned/disinfected after each appointment.
- Please be aware that your psychologist is obligated to provide your contact information to appropriate health authorities for contact tracing, when required. This situation could arise if a clinician tests positive for COVID-19, if a client tests positive for COVID-19, or if another client who has attended the clinic (or any other close contact of your clinician) has tested positive for COVID-19.

Thank you so much for your cooperation in protecting the safety of everyone who works at or attends our clinic.

Sincerely, The NSSAC management team

Suite 330 – 145 Chadwick Court
North Vancouver, BC
V7M 3K1

Phone: 604.985.3939
Fax: 604.985.2670
www.nssac.ca