

COVID-19 Safety Policies

These guidelines are intended to keep the therapist and clientele as safe and healthy as possible. This document may be updated on an as-needed basis and in accordance with input from the BC Ministry of Health, WorkSafe BC, the College of Speech and Hearing Health Professionals of BC, and the BC Centre for Disease Control.

Service delivery continues to be available online. Face-to-face services will be offered at the therapist's discretion depending on, the viability of teletherapy sessions, risk of exposure and the client's level of vulnerability.

Hand Hygiene & Face masks:

- All individuals must practice hand hygiene upon entering and exiting the office.
- The therapist will practice hand hygiene between sessions.
- Clients and visitors will be required to use hand sanitizer when there is any visible contact with their face during the session.
- The therapist will wear a face mask which allows visibility of their mouth. Clients are not required to wear face masks. Parents are expected to wear a face mask into the common area and therapy room.

Pre-Screening and Health Precautions:

- Clients will receive a COVID-19 self-assessment survey from Jane prior to each appointment. For clients with face-to-face appointments, this must be completed prior to the session, regardless of the appointment location.
- A face-to-face appointment must be cancelled immediately if either the client or clinician experiences any of the following symptoms (even if they are considered mild):
 - ◆ Fever
 - ◆ Chills
 - ◆ Cough
 - ◆ Shortness of breath
 - ◆ Sore throat or painful swallowing
 - ◆ Stuffy or runny nose
 - ◆ Loss of sense of smell
 - ◆ Headache or muscle aches
 - ◆ Fatigue or loss of appetite

Cytryn Speech

- The cancellation policy requiring 48 hours notice still stands. However, exceptions are made in cases of illness, and options for virtual therapy will be available when cancellation of a face-to-face session is indicated.
- If the therapist has been advised to self-isolate due to exposure with a suspected case of COVID-19, they will have no further contact with anyone until they have received medical clearance.

Cleaning and Sanitizing:

- All shared equipment and materials will be cleaned and sanitized between use.

Physical distancing:

- Please arrive at the back door to the office at the time of your appointment.
- One parent or guardian may be permitted to accompany a child into the therapy room for a session. This will be decided on a case-by case basis. The parent may be requested to wait outside of the office or asked to join for only part of the session, at the discretion of the therapist.

Informed Consent:

- All parents and guardians, clients and the therapist must understand that while we are taking the recommended measures to prevent the spread of infection, we can not reduce the risk of infection to zero.
- The client, parent or guardian must consent to speech-language pathology services, despite some risk. Consent will be documented by the therapist at each session.