

In-Person Safety Precautions during Covid-19

Lavender Counselling is committed to offering clients as much choice as possible regarding the delivery of their counselling sessions. As such, we are currently offering in-person, telephone, and video counselling as it works best for you. If you choose in-person counselling it is important that you are aware of the precautions we are taking to provide protection for both clients and counsellors.

Our Commitment to Clients

- If any of our therapists feel unwell in any way, they will inform you immediately and either reschedule your appointment or offer online or telephone counselling as a replacement.
- We will follow all regulatory requirements relating to social distancing. Maintaining a *minimum* 6 feet distance at all times.
- Our therapists will wash their hands or use hand sanitizer both when arriving at work and between each session.
- We have removed high contact items from our waiting rooms (e.g., magazines, coffee, tea and water) and offices (e.g., blankets and pillows) to reduce cross contamination.
- Contact surfaces in common areas will be sanitized twice daily in accordance with the PHO guidelines.
- Contact surfaces in individual offices will be sanitized at the beginning of the day, between each client, and at the end of the day (e.g., couches, tissue boxes, debit machine).
- Only counsellors will open doors to counselling rooms. You can leave at any time and for any reason.
- Counsellors will not be wearing masks as we can maintain 6 feet of distance through being mindful of procedures in our offices.
- Individual hand sanitizer bottles are available to clients at each transition point. If you use our individual hand sanitizer, please take it with you.
- We will have air purifiers with HEPA filters and UV light running in each office and the waiting room.
- We no longer accept cash payments. E-transfer is preferable, but debit machines can be used.

Our requirements from our Clients

- If you feel unwell in any way, please let us know as soon as possible and we can either reschedule your appointment or shift to an online or telephone session. We do require 24 hours' notice for complimentary cancellation. However appointments shifted to online means less than 24 hours in advance will not be subject to our cancellation policy.
- Use a tissue to open our main entry and exit doors and dispose of this tissue in the bins provided.
- Use hand sanitizer when entering our offices.

- Ask loved ones to wait for you outside of our building. Enter our office *just* at your scheduled appointment time.
- Maintain a minimum of 6 feet distance from anyone you come into contact with at Lavender Counselling.
- Allow our therapists to open and close the therapy room door.
- Consider using e-transfer in advance of your session. You may use our debit machine, but please use a tissue between your finger and the pinpad.
- You are welcome to wear a mask if you feel more comfortable at any point in your interactions with us.
- Please use your own restroom facilities at home before you leave to minimize contact areas.

This is a period of rapid change and adjustment. We appreciate your We are committed to adhering to all safety measures; however, if you see an area for Lavender Counselling improvement, please let us know immediately by contacting our clinic Founder and Director, Carolynn directly at carolynn@lavendercounselling.com. We will update this information

