



Lakeridge Counselling &
Consulting Services
406A-4473 Innes Road,
Orleans ON
K4A3J7

www.lakeridgecounselling.ca

Dear Clients;

Thank you for your patience and understanding as we work together through this challenging time to ensure safe transition to in-person services, wherever needed. Telephone or video sessions continue to be offered and remain the best way to prevent the spread of COVID-19; however, there are circumstances in which it would be necessary or appropriate to provide in-person services. The following updates to the General Terms of Service are based on the amended Directive #2 for Health Care Providers, issued by the Chief Medical Officer of Health. Please read the full document.

Please note that if you have scheduled an in-person session and on the day of the appointment you notice any of the symptoms listed below, you could call or email to request your appointment be switched to telephone or video format or cancel the appointment with a minimum 1 hour notice. Note that no fees will be incurred for missed or canceled appointments. LCCS reserves the right to block future appointment booking attempts should there have been at least two missed appointments without a minimum of 1 hour cancellation notice.

Symptoms Screening Prior to Your Scheduled In-Person Session

If you have any of the symptoms outlined below, from the Ministry of Health's 'COVID-19 Reference Document for Symptoms', please **do not come** to your **in-person appointment**, instead you can request your appointment be switched to telephone or video format, or canceled without incurring late cancellation fees.

Symptoms:

- fever
- new onset of cough
- chills
- unexplained fatigue
- headache
- sore throat
- runny nose
- stuffy or congested nose
- lost sense of taste or smell

- muscle aches
- difficulty breathing
- difficulty swallowing
- pink eye
- digestive issues
(nausea/vomiting, diarrhea, stomach pain), or
- for young children and infants: sluggishness or lack of appetite

Infection Prevention and Control

- All shared client equipment will be eliminated. Clients are asked to bring a pen and notepad should they wish to take notes or use their smart devices. Wherever possible clients will be given the opportunity to sign forms electronically.
- Client-contact surfaces (i.e., areas within 2 meters of the patient) will be disinfected as soon as possible, and before another client is seen.
- Physical distance of more than 2 meters between the therapist and the client has been ensured and a Plexiglas barrier has been installed.
- Non-essential items are removed from the LCCS waiting room to minimize the potential for these to be contaminated and become a potential vehicle for transmission (e.g., magazines and toys).

Managing Visitors

- Clients are asked to wait in their vehicles should they arrive for their appointment more than 5 min in advance, in order to accommodate cleaning protocols and limit contact with other clients.
- Clients need to be aware that the office is located in a multi-unit office building, where the landlord is responsible for cleaning and maintenance of the common areas; therefore, clients are asked to practice proper hand hygiene, respiratory etiquette and physical distancing. Clients are advised to wear masks in the common areas of the building.

Thank you for your anticipated cooperation.

Sincerely,
Lora Bradford, RP