



RETURN TO OFFICE

what you need to know...

We are excited to announce that our clinicians are continuing to offer in-person therapeutic sessions!

Like all other business, we have had to make adjustments to how we conduct our services, sessions will not be exactly as they were before Covid-19.

You DO need a face mask to enter our offices.

If you are unable to wear a face covering for health or safety reasons, please let us know this during your pre-screen the day prior.

The College of Alberta Psychologists and Alberta Health Services do not require your clinician to wear a mask for duration of the session, so long as distancing measures can be maintained.

While our offices have been arranged with this in mind, your clinician may still wear theirs for the duration of session and request you do the same for everyone's health and safety.

Here are a few important things you need to know about our new protocols:

- You can expect to hear from your clinician through phone or email the day prior to your scheduled in-person appointment, to confirm you and your household are in good health; *if you are beginning to feel unwell, or someone in your household is showing ANY symptoms of illness, or presently under isolation/quarantine for potential Covid-19 exposure we will adjust your session to be provided through video.*
- We ask that you **arrive no earlier than 5 minutes prior** to your scheduled appointment; please wait in your vehicle until you see your clinician approach the door and unlock it for your arrival *{they may stick their head out and signal you in with a friendly wave, we're so excited to see you!}*
- Upon entering the office please remove your outdoor footwear or use the boot covers provided and follow your clinician's instructions;
- You must verbally complete the client health screening with the clinician before session can commence *{please maintain your distance during this questioning};*
- Minor clients **MUST** be accompanied into the office by a caregiver to complete the health screening process;
- One person may remain in the waiting room for a minor child attending session *{we do not have the physical space to accommodate multiple caregivers/siblings in our waiting room at this time};*
- Food is not permitted in our offices/waiting areas *{you are welcome to bring a refreshment into your session, so long as it does not have a straw!}*

Our billing procedures remain unchanged, *{as we continue to encourage contactless transactions}.*

Pre-payment is required to secure your appointment.

If you have any other questions please feel free to contact your clinician or our administrators!

-Family Counselling Centres Team