

THE ADLER CENTRE CLINIC

COVID-19 Safety Policies and Procedures

In accordance with Worksafe BC's guidelines of operating a counselling clinic during the COVID-19 pandemic (<https://www.worksafebc.com/en/about-us/covid-19-updates/covid-19-returning-safe-operation/in-person-counselling>), this safety plan will outline our protocols categorized from First to Fourth level protection.

FIRST LEVEL PROTECTION (ELIMINATION):

- There is a maximum of 6 people allowed in the 440 side of the clinic, and a maximum of 6 people allowed in the 480 side of the clinic.
- For now, in-person appointments may continue at the clinic. We do however encourage therapists to see their clients from home via Zoom or Phone appointments.
- As per the BC provincial health orders, staff are encouraged to work from home when possible.
- Masks must be worn in the clinic at all times by all persons unless eating or drinking, and always in the building's corridors or bathrooms.
- Three of our seven counselling rooms have been converted into online counselling-only rooms (Rooms 1, 4 & 5). Two of these rooms will permanently be online counselling-only rooms (Rooms 4 & 5).
- The large common room in suite 440 has a maximum capacity of 4 people.
- All in-person counselling rooms have been rearranged to ensure that clients and counsellors are at least 2m (6ft) from each other.
- The office manager reception area has a permanent plexiglass barrier between the waiting room to the front desk.
- The waiting room chairs in suite 480 are arranged to be 2m (6ft) apart, with chairs not at this distanced blocked off from being used.
- Decals are the floors in the common areas, spaced to 2m apart, to ensure physical distance between counsellors setting up the payment terminal and the client waiting to pay.

SECOND LEVEL PROTECTION (ENGINEERING CONTROLS):

- The clinic waiting area is small and has a maximum occupancy of 2 people seated in chairs arranged at a 2m (6ft) distance. If the waiting room is full, then the client must wait in the lobby of the building and return when it is time for their session to begin.
- The counsellor will greet the client from the waiting room from the hallway and not enter the waiting room.
- The payment terminals in both 440 and 480 are at the front desk areas. Because this is a small area that cannot have plexiglass barriers, clients and counsellors must stand on the designated floor decals that are at a distance of 2m. The payment terminal in 440 is tap-enabled, but the machine in 440 is not and must be sanitized before and after every transaction.
- Signs are posted at the front doors of 440 and 480 instructing all clients, counsellors, and staff to refrain from entering the clinic if they are experiencing any new symptoms associated with COVID-19, have been advised to self-isolate, or have travelled outside of Canada within the last 14 days.
- If clients disclose they are experiencing any symptoms of COVID-19 or are exhibiting any symptoms, they will be asked to leave the clinic. Following this, sanitization will be conducted and the session will occur either online or by phone.
- Small-group supervision with the clinical director and the Interns will meet online through Zoom.
- In times where the case numbers of COVID-19 are low in BC / Vancouver Coastal Health, for example in the Summer of 2020, small group supervision may be a hybrid meeting, where 2 or 3 interns and the clinical director are in the common room and the other Interns are on Zoom. Alternatively, small group supervision may occur in alternating weeks where a few Interns meet in-person each week in a rotating schedule.

- One-to-one supervision with the Interns and the clinical director will be conducted online through Zoom.

THIRD AND FOURTH LEVEL PROTECTION (ADMINISTRATIVE CONTROLS AND PPE)

- All staff, counsellors (Interns and Associates), clients, and guests must complete the Thrive Health pre-screening questionnaire prior to entering the clinic (<https://bc.thrive.health/covid19/en>). The results of the screening must be sent to the office manager and the screening must be completed each day the person plans to be at the clinic.
- An individual may only enter the clinic if the results of the screening state **“You do not appear to have symptoms of COVID-19.”** If the results are anything other than this, the individual must stay home and follow public health guidelines regarding self-isolation. They may also wish to call 811 or visit www.healthlink.bc.ca
- All employees are expected to remain aware of public health officer guidelines and health orders. Updates can be found here: <https://www2.gov.bc.ca/gov/content/health/about-bc-s-health-care-system/office-of-the-provincial-health-officer/current-health-topics/covid-19-novel-coronavirus>
- All employees must remain aware of issues pertaining to reporting or managing an exposure to COVID-19. Guidance can be found here: <https://www.worksafebc.com/en/about-us/covid-19-updates/health-and-safety/what-workers-should-do>
- Bookings in in-person counselling rooms must be staggered by 30 minutes between sessions to allow for adequate cleaning and airing out of the room.
- Bookings in online counselling rooms do not need a 30 minute buffer between sessions ONLY IF it is the same counsellor using the room. If there are two counsellors using the room after each other, then appointments must be staggered by 30 minutes.

- Masks do not need to be worn in online counselling rooms if the counsellor is alone in the room. Once the counsellor leaves the room, they must wear a mask in the common areas of the clinic.
- It is the responsibility of the counsellor to clean the room after each session or usage of a room. The counsellor must clean all touch points after use with alcohol wipes or disinfectant spray.
- Staff, counsellors, and guests must sanitize their hands when they enter and leave the clinic, after processing payment transactions on the debit terminals, and before and after eating or drinking.
- Hand sanitizer is available in the front desk areas of 440 and 480, and the kitchen sink area is stocked with paper towels and anti-bacterial soap.
- All staff, Interns, Associates, and guests must wear masks in the clinic. Masks are provided at the front desk in both 440 and 480 if an individual does not have one.
- Therapists must use their own clipboard, stationary, and pen provided to them and labelled with their name. They must store these in the labelled box in the common room. Objects must not be shared in the clinic.
- If a client uses a pen, it must be sanitized after use.
- While onsite, all staff and counsellors must book themselves into Skedda so that we know how many people are onsite at a given time and if needed, can provide precise contact tracing.
- If a counsellor is on-site or taking notes between, before, or after their sessions, they must book themselves into one of the four booking slots of the common room on Skedda.
- At the end of the workday, staff and counsellors should consider:
 - Changing into a separate set of clothes and footwear before leaving work.
 - Placing work clothing in a bag and laundering such clothing after arriving home.
 - Showering or bathing immediately after arriving home.
 - Being careful to observe hygiene practices and using appropriate precautions with individuals in their homes.