

Children's Therapy and Family Resource Centre

801 McGill Road, Kamloops, BC V2C 6R1 Phone: (250) 371-4100 Fax: (250) 371-4120
www.kamloopschildrenstherapy.org

Covid-19 Client Safety Procedures

Effective July 2nd 2020

During these uncertain times of the COVID-19 pandemic, we want to reassure you that the **Kamloops Children's Therapy and Family Resource Centre** has remained open and fully functional. Our staff are engaged and willing to support you via telephone, email, text, or online video meetings.

CTFRC is planning to move into phase 3 and will be having some face to face visits if we can ensure everyone's safety.

Our Covid-19 plan includes the following protocols:

- Limit the number of clients and staff in our building at one time
- Ensure the building is properly sanitized daily, and between clients
- Ensure safe social distancing
- Restrict anyone from entering the building if they are ill

If your therapist/consultant asks you to visit our centre, we ask that you follow these steps:

1. Please arrive on time and no more than 5 minutes prior to your appointment time
2. Only one parent or guardian will be allowed into the building with your child, and no siblings
3. If any member of your immediate family has signs of illness, please cancel your appointment and reschedule.
4. When you arrive, please phone 250-371-4100 ext 0 to let us know you are here. We will let you know when it is safe to enter the building.
5. As you come into the building, the following steps will be taken:
 - a. You will be asked to sanitize your hands
 - b. You will be given a questionnaire to complete asking questions about Covid-19 related symptoms and exposure, as well as your contact information for the purposes of contact tracing
 - c. A staff member will check the temperature of you and your child. If it is found to be elevated, you will be asked to leave the building and reschedule the appointment.
 - d. Adults are asked to please consider wearing a mask during your appointment. If you do not have one, there will be masks available.
6. While you are in the building, please look for and follow the signs on the floor to ensure safe social distancing.
7. If you need to use a washroom while visiting the centre, please use the washroom labelled "Visitors Only." Please ensure to wash hands thoroughly after using the washroom.

Remember let us spread kindness not the virus...