

Gradual re-opening: INFORMATION FOR CLIENTS



FAMILY SERVICES
of Greater Vancouver

We are working on slowly re-opening our offices to clients on a limited basis to help continue to reduce the spread of Covid-19. Please take the time to read the following so you are prepared for your session and know what to expect when you come to our office. We will be implementing the following safety and disinfection protocols to keep you and our staff safe:

BEFORE YOUR APPOINTMENT:

- The day before your appointment you will receive a phone call or email asking you some COVID-19 pre-screening questions. If you are unable to respond, we will ask you these questions upon arrival at our office
- If you are experiencing any cold or flu symptoms or any symptoms specific to COVID-19, including fever, chills, cough, shortness of breath, sore throat or loss of sense of smell, please stay at home, cancel and reschedule your appointment.
- For clients in our fee-for-service programs; we will be relaxing our 24-hour cancellation policy during this time if you are unwell and need to reschedule your appointment
- Please wear a mask or face shield to your appointment; if you do not have a mask, a disposable mask or face shield will be provided when you arrive for your appointment
- In order to practice social distancing, we are staggering appointments. Please help us keep this schedule by arriving on time for your appointment
- Richmond clients: Please stay outside the FSGV office door until your scheduled appointment time. Your counsellor will come to the main office door to let you in at your scheduled time
- Vancouver & New Westminster clients: Please do not come up in the elevator until 5 minutes before your scheduled appointment time
- Clients are not permitted to sit for extended periods in our waiting rooms at this time
- Unfortunately, all magazines, brochures and toys for children have been removed from the waiting rooms to adhere to safety protocols
- Please bring your own water bottle. Tea, water and snacks will not be served at this time
- Please wash your hands or use the hand sanitizer provided when you enter the office

- Our washrooms are being cleaned regularly and maximum occupancy limits have been posted
- Please note the physical distancing signage and floor markings to maintain social distancing

DURING YOUR APPOINTMENT:

- After you have washed or sanitized your hands, please sign-in at the front desk (you will be asked to write down your name and the time you arrived)
- Your counsellor will direct you to the counselling office where they will have wiped down the door handles, the chair arms, and any hard surfaces with disinfectant prior to your arrival
- Even in our counselling sessions we will continue to maintain physical distancing, please do not move chairs as they have been arranged to maintain social distancing
- Please note there is a new informed consent for in-person counselling. Your counsellor will ask you to either complete this in-person or it will be sent to you via email before the session

AFTER YOUR APPOINTMENT:

- Following your session, you will be asked to sign-out at the front desk and then walked to the door/elevator by your counsellor
- (For fee paying clients) to further reduce interactions, we are implementing contactless electronic payment. Our online records system, Jane, provides a safe and efficient way to automatically process payments. Please let us know if we do not already have your credit card information on file and we can provide you with instructions on how to do this on Jane. We will email you the receipt. No paper receipts will be issued at this time

Thank you for understanding the need for these efforts and we appreciate you joining us in all doing our part.