

Reopening Guide for Clients

At Surrey Place, we have made some changes to ensure that you stay safe from COVID-19 when you come for your appointment.

Screening

The day before your appointment, your clinician will call you. They will ask you these questions:

1. *Have you or anyone you live with travelled outside of Canada in the last 14 days?*

2. *Do you or anyone you live with have any of the following symptoms:*

- New cough
- Nagging cough that will not go away
- Fever
- New runny nose or nasal congestion
- New sore throat or difficulty swallowing
- Shortness of breath
- Dizziness, pain in your abdomen, or diarrhea
- Change to your sense of taste or smell

3. *Have you or anyone you live with had close contact with someone who has tested positive for COVID-19?*

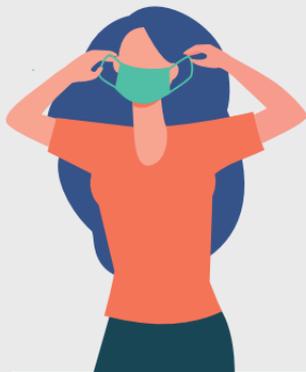
If the answer to any of these questions is YES, your clinician will help you reschedule your appointment for another day.



What your day on site will look like:

One person can support you at your appointment. Anyone else who is picking you up or dropping you off must wait outside.

Please arrive 5 minutes before your appointment. You will not be able to wait in the waiting room. Your clinician will meet you at the door when it's time for your appointment.



When you enter the building, a screener will ask you how you are feeling and whether you have had contact with anyone who is sick.

Your clinician will be wearing a mask and a face shield, and they will keep this on for your entire appointment. The screener will give you a mask to wear. It is important that you wear your mask for your entire appointment.

What we are doing to keep you safe:

- Providing masks to all clients visiting
- Managing flow of people on site
- Screening all staff and clients on site
- Enhanced cleaning and sanitization
- Physically distancing from each other; please respect all physical distancing policies when on site