



Willow Tree Counselling

Willow Tree Counselling – COVID-19 Policy and Safety Plan – In-Person Sessions

The following policy is in effect until the COVID-19 pandemic has been resolved, according to the BC Provincial Health Officer.

Health of Clients and Counsellor

To protect the health of all clients and all individuals working at 1125 Howe Street, **please cancel and/or reschedule your appointment, or switch to a phone session if you are experiencing any of the following symptoms:**

- Fever
- Cough
- Shortness of breath (not anxiety/panic related)
- Sore throat
- Painful swallowing
- New loss/decreased in sense of taste or smell
- Runny nose
- Sneezing (not allergy related)
- Chills
- Unexplained fatigue or malaise
- Nausea/vomiting
- Diarrhea

Additionally, please reschedule your appointment if you have had close contact with someone who has been travelling outside of BC within the last two weeks or if you have come into contact with anyone with COVID-19 or suspected COVID-19.

Should Megan Sutherland experience any of the above symptoms, she will cancel/reschedule your appointment and she will not go return to the office until any symptoms have resolved.

Cancellation Policy during COVID

Any cancellations made related to any of the above symptoms, with less than 24 hours notice, will not be charged late cancellation fees, or in the case of prepaid sessions, will not have their session forfeited. Similarly, if Megan Sutherland cancels with less than 24 hours notice, clients will receive no discount on their next scheduled session, or no added session.

Cancellations made for any reasons unrelated to COVID-19, with less than 24 hours notice, continue to be subject to standard Willow Tree Counselling cancellation fees.

Use of Masks

While Megan Sutherland fully respects that some clients would be most comfortable wearing a mask and asking Megan to wear a mask, Megan asks that **if a mask is important to you, please cancel your in-person appointment, change it to a phone session, or reschedule for a video session.** Unfortunately, because Megan is hard of hearing, face masks impede her ability to accurately hear

clients' speech and her use of one also produces uncomfortable feedback in her hearing aids, therefore **she will not be wearing a mask.**

Building Entry and Suite Protocols

Building Entry - Please **enter** the building from the Helmcken Street side; **exit** through the courtyard side. There are arrows on the floor to direct you.

Elevators - Only 2 people at a time are permitted. While Megan is not aware of delays, there may be a wait if the building becomes busy. If you are stuck in a lobby lineup, please text Megan at 604-521-3404 to let her know you are delayed.

Suite protocols - Upon arrival, please use hand sanitizer. Megan will also have extra in her office. Please observe physical distancing (2 metres) within the waiting room. If this is not possible, please wait in the hallway outside the suite and text Megan at 604-521-3404 to let her know you have arrived.

Appointment Timeliness

Please arrive on time for your appointment as Megan will need to closely observe the 50-minute session limit, to allow time for cleaning in-between appointments.

Megan's Office

Megan's office is of sufficient size to allow for physical distancing between you and her. Please sit on the couch cushion farthest from her. The farthest couch cushion allows for a distance of 8 feet, the closest couch cushion, just over 6 feet.

Payment

Megan is accepting contactless payment only, so as to avoid touching shared surfaces. Please make payment either via an Interac e-transfer or PayPal <https://willowtreecounselling.ca/fees/payment/> **before** your session. **You may also log into your Jane App profile and add your credit card information there.** Megan will then ring the charge through electronically after your session. This also helps us spend more time on your session and less on administration.

Cleaning and Surfaces

Megan will open and close her office doors herself, and wipe down doorknobs in between sessions. The waiting room area also receives additional cleaning. If you are concerned about the shared couch, please bring a towel to put down. Please hang your own coat or jacket or keep it with you.

Coffee and Tea

Please bring your own beverage as Megan will not be serving beverages during the pandemic. While you are also encouraged to bring your own water, there will be a limited supply of paper cups available for tap water.

Washrooms:

Garbage cans are placed just inside the door so visitors can discard paper towels as they leave the washroom.

Please let Megan know if you have any questions about the above.

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