



# Willow Tree Counselling

---

## **Communicable Disease In-Office Policy**

### **Health of Clients and Counsellor**

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

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

Should Megan Sutherland experience any of the above symptoms, she will ask that we conduct your session virtually, or in the rare instance that she is too ill, she will contact you to reschedule your appointment.

### **Cancellation Policy For Infectious Illness - In-Person Sessions**

**If you are scheduled for an in-person appointment and you develop cold or flu symptoms within 24 hours of your appointment** please do not come to my office and contact me to switch to a phone and video session, or cancel altogether if you are too ill to continue with your appointment. The cancellation fee will be waived if you are unable to proceed.

**If you are experiencing contagious symptoms with more than 24 hours before your in-person appointment** please contact Megan to switch to a phone or video session or cancel altogether. Regular cancellation fees apply to situations where more than 24 hours notice could have been given for in-person cancellations related to illness.

## **Use of Masks and Other Considerations**

I will continue to wear a mask for in-person appointments, both for your protection and mine; **clients' use of masks is now optional, both in-office and in the waiting room.**

**Hand sanitizer** is available in Megan's office and in the waiting room

Please note that Megan's office **windows** do not open.

**Hand washing** - Please feel free to use the sink in the kitchenette to your immediate left when you enter the suite are located right opposite the door to the suite.

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

*Updated: November 2024 ©Willow Tree Counselling*