



Willow Tree Counselling

COVID-19/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 cancel and/or reschedule your in-person appointment, or switch to a phone or video 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/decrease 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 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 return to the office until such symptoms have resolved.

Cancellation Policy during COVID

In-Person Sessions Only

Please note that due to the pandemic, I have modified my cancellation policy to allow cancellations of less than 24 hours reasons related to COVID-19 and infectious illness, which make it not possible for you to continue with your **in-person** appointment. If you wake up on the day of your appointment with cold or flu symptoms and are scheduled for an in-person session, please do not come to my office. Please contact me to switch to a phone or video session.

If you are developing symptoms leading up to your appointment, please switch to a phone or video session or cancel with as much notice as possible, as this potentially allows for your appointment spot to be filled by another client, waiting for an appointment.

Use of Masks - Updated Protocol

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

Building and Suite Protocols

1125 Howe St. Building - Masks are no longer mandated in the foyer, hallways and washrooms. There is hand sanitizer in the lobby.

915 Suite protocols - Masks are optional in the waiting room, as per building protocol. Upon arrival, please use hand sanitizer. Megan will also have extra in her office.

Megan's Office

Megan's office is of sufficient size to allow for physical distancing between you and her. Please note that the office windows do not open.

Washrooms/Sinks

Washrooms are located right opposite the door to the suite.. There is a sink in the kitchen area located to your immediate left when you enter the suite, with hand soap and paper towels.

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

Updated: January 2024

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