



What to expect when entering Nlaka'pamux Health Services Society

As the threat of Covid-19 is reduced and protective safeguards are set in place, Nlaka'pamux Health Services Society is starting to return to work. To create a safe return and startup of services, our office staff and counselors are required to follow the protocols listed below to assure safety measures are in place to protect our clients and staff during appointments.

We are following guidelines set out by health and safety authorities including Interior Health, the Canadian Counselling and Psychotherapy Association, the First Nations Health Authority, and the Government of Canada.

- ❖ At this time, there will be no walk-in traffic. All services will be scheduled by appointment only.
- ❖ We are booking a limited number of appointments in a day so we can sanitize and clean thoroughly between appointments.
- ❖ It is important to let us know in advance, as much as possible, if you will not be able to make your appointment so we may be able to book that time for someone else.
- ❖ If you have any symptoms such as fever, runny nose, sneezing, sore throat or cough that are not related to pre-existing conditions or seasonal allergies, please reschedule your appointment until you are well.
- ❖ You will be given a **screening questionnaire** to determine if you are well before the start of your appointment.
- ❖ In order to minimize contact, we ask that you not bring unnecessary items or additional people with you to your appointment.
- ❖ We request that you come alone to your appointment when possible, unless you are
 - A Caregiver
 - The parent of a child receiving services
 - The person you are bringing with you is also receiving services
- ❖ Before entering in the building please use hand sanitizer, provided at the entrance.
- ❖ You will be given a bin to store personal items such as purses, bags and cellphones during your appointment.
- ❖ Access and or use of your cellphone **WILL NOT** be allowed during your visit.
- ❖ Maintain a distance of 2 metres (6 feet) between you and other people at all times.
- ❖ All visitors will be required to wash their hands before and after the appointment.
- ❖ If during your session, there is not room to maintain a distance of 2 metres (6 feet) both you and your counselor will be required to wear non-medical masks.
- ❖ If your appointment requires that you will be meeting with 5 or more persons in one room, all parties will be required to wear masks.
- ❖ **Please bring your personal non-medical mask with you to your appointment. If you do not have one, if required a disposable mask will be provided.**
- ❖ We ask that all visitor DO Not wear gloves into the office. If you are wearing gloves at the time of your arrival, you will be asked to remove them upon entering.
- ❖ At this time, we will NOT be offering any reading materials or brochures in the office. If you require information about services, please make a request and we will provide you links to available materials online and or given materials to take with you.