

Dear Valued Clients,

I hope this finds you healthy and managing as well as possible during these challenging times. As a result of the recent announcement by the B.C. Government outlining the easing of restrictions due to Covid-19, I will be re-opening the office on a limited basis for in person counselling sessions. If you are uncomfortable meeting face to face, I will continue to offer tele counselling.

The Return to In Person Counselling Plan

My Commitment is to keep you, your family and ourselves as safe as possible.

The following are the precautions that those practicing in our office will be taking:

- 1) Meeting face-to-face with you will not be possible if you, or we, are experiencing any symptoms of illness, or have knowingly been in contact with anyone who has.
- 2) We will be washing/sanitizing our hands before and after each session.
- 3) All door handles and hard surfaces will be sanitized before each appointment.
- 4) The main door (upstairs) to the office suite will be locked, and I will come to meet you to let you in at your scheduled appointment time.
- 5) Hand sanitizer will be made available inside the door to the main office for your use as you enter and exit the office.
- 6) The required physical distancing will be maintained during the counselling session.
- 7) We will not be wearing a face mask and it is expected that you won't either. This is due to the nuances of facial expression that we find important in order to attune to you in during your healing process. If this does not feel safe for you, tele counselling will always be available.
- 8) Refreshments will not be offered, but please feel free to bring your own water/coffee/tea etc. in your own container.
- 9) Washroom keys will continue to be available and will be sanitized after each use. As we do not have exclusive access to the washrooms (other tenants in the building), you are encouraged to take the usual precautions one would in using a public washroom space.


Please help us by following the plan as outlined in this document so that we all have the best chance of remaining healthy. To that end, we have a Do's and Don'ts list for you:

- Do cancel your appointment if you are exhibiting any symptoms of illness. Please stay home and either re-schedule your appointment or opt to meet online. Any late cancellation fees will be waived.
- Don't choose to come for a face to face appointment if you have been travelling outside the country/province or are returning from a known hotspot of Covid-19 infection.
- Don't come early for your appointment. Please try to arrive as close to the scheduled time possible, even if it means waiting outside the building or in your car.
- Do sanitize your hands when you enter the main office and when you exit the main office. Also feel free to wipe down any surfaces you may be concerned about.
- Don't bring any children or significant others to your appointment unless they are scheduled to be included in the session.
- Do keep a minimum of 6 feet distance between you and your counsellor and please point out anything that is happening that makes you feel unsafe.

Please note: If you decide at any time that you would feel safer staying with, or returning to tele counselling services, I will respect that decision.

I appreciate your patience and assistance during this time. If you have any questions or concerns, please do not hesitate to call or email.

Sincerely,



Mary Ann Rolfe B.Sc, M.Ed
Registered Clinical Counsellor