

Jacqueline Gautier Counselling
Protocols for In-Person Counselling due to Covid-19

October 14, 2020

Dear Client:

According to WORKSAFE BC all counselling offices must have a safety plan and follow provincial on-site, interpersonal, and hygiene protocols. We are to convey this information to our clients and also have it posted at the office site.

On-Line and Virtual Services

Virtual counselling services for clients are available through Zoom. If you convey a preference for this service, I will do my best to assist you in hosting the meeting and walking you through some minor technical challenges should they occur. I am also happy to send you receipts and forms through electronic means rather than paper.

Before the Appointment

You will be asked when booking an appointment whether you have symptoms of COVID-19 or have travelled outside of the province within the past two weeks. Please cancel or reschedule your appointment if you have travelled or developed symptoms or have a family member/friend or have been in contact with someone who has confirmed or suspected COVID-19. I will remind you of this policy when you arrive for your appointment. If you appear to have symptoms at the arrival or during our sessions, I reserve the right to cancel the session immediately.

During the Appointment

1. For in-office sessions a hand-sanitizing station is just outside the door. You must sanitize your hands prior to entering the office.
2. You are welcome to bring and wear a mask during your session and also to ask me to wear a mask. Social distancing of 2 meters will be observed both indoors and outdoors.
3. Social greetings and farewells of handshaking and hugs will be avoided.
4. In-person appointments will be staggered for cleaning purposes and to reduce contact with others.
5. For hygienic reasons, please be aware that there are currently **no washroom facilities available on site**. There are also no tissues and garbage bins, drinking water or glasses available. There are also no non-essential items available such as magazines, books, food, pamphlets or phone chargers.
6. The Touch Somatic Experience modality is presently not available to reduce physical contact.
7. Only one client is allowed in the session room with me at a time to observe social distancing. In the case where a couple or another family member would like to attend, we will arrange this in advance.
8. If you arrive early for your appointment, please remain in your vehicle to reduce client interaction.
9. Between clients I will thoroughly clean any commonly touched surfaces.
10. Payment for sessions continues as per usual, I accept, e-transfer, cash and cheques. **I do not accept any debit or credit cards**. If you choose to use e-transfer, please send it prior to the appointment for timely auto-deposit.