

Info for your CDC Appointment



Before

Ensure that no one in your household has experienced any of the following in the last 2 weeks:

- a new/worsening cough
- shortness of breath/difficulty breathing
- cold or flu-like symptoms
- abnormal fatigue/tiredness
- chest pain or pressure
- traveled outside of the province
- have come in contact with a person that was sick
- been asked by health authorities to self isolate

Please call the centre, (250) 563-7168, to re-book your appointment if anyone in your household is sick or been exposed to a sick person.



Arriving/During

- Whenever possible, children should be accompanied by one adult.
- Please arrive at the scheduled time of your appointment.
- Call (250) 563-7168, or text (250) 613-5014, from your vehicle and let staff know your child's name and that you have arrived.** If unable to, go to the front door and ring the door bell.
- Please maintain your physical distance if others are at the front doors. You will be asked to wait at the entrance until your therapist can escort you.
- You will be greeted by your therapist, asked health screening questions and to sanitize or wash you and your child's hands.
- We require all visitors aged 13 and older to wear a mask. Masks will be provided for you if you do not have your own. Children under 13 are not expected to wear masks.



Protocols

Scheduling

We need to ensure that we have enough time to clean and sanitize our spaces between clients, and to maximize physical distancing. As a result, appointment times may be less flexible than you are used to.

Cleaning

Each therapy room is cleaned and sanitized after every client. Common areas are also frequently cleaned throughout the day. Therapists are required to clean and sanitize their hands before, during, and after all appointments.

