



In these unprecedented times and COVID-19, Nexus Counselling Services is dedicated to ensuring the risk of transmission is as close to zero as possible. The following protocols have been developed to ensure your safety, my safety and, the safety of our community at large.

Given that Dr. Henry has allowed in person counselling to resume, Nexus Counselling Services has now resumed face to face counselling whilst still providing video sessions in lieu of coming into the office.

Should you elect to resume face to face counselling, the following protocol has been developed in accordance with provincial and federal guidelines and those outlined by WorkSafe BC (<https://www.worksafebc.com/en/about-us/covid-19-updates/covid-19-returning-safe-operation/in-person-counselling>).



First and foremost, if you are feeling like you might be coming down with symptoms of COVID-19 (e.g., fever, chills, cough, shortness of breath, sore throat and painful swallowing, stuffy or runny nose, loss of smell, headache, muscle aches, fatigue, loss of appetite) DO NOT COME INTO THE OFFICE. Please cancel your appointment and seek appropriate medical advice. If you feel the least bit symptomatic within 24 hours of your appointment, notify Candace immediately and your appointment will be changed to a video session in lieu of the \$140.00 fee for late cancellation.



The waiting room chair in the hall outside of Candace's office will display a note stating the chair has been sanitized with Microsan spray between clients.



Traditional physical greetings and goodbyes will be replaced by the Hindu custom of, 'Nameste' (greeting at a distance).



Upon entering your session, Candace will provide you with an individually wrapped alcohol wipe for your hands.



All touch surfaces will be cleaned with Microsan antiseptic spray before and after each client visit.



Clients will be invited to hang up their own bag and/or coat on the sanitized hooks on the entrance door. Please do not lay your personal items on the floor. Should you need any personal items during the appointment, please place them on the Microsan sanitized client side table beside the client chair.



To reduce surface transmission, Nexus Counselling Services has replaced the grey cloth counselling chairs with 2 leather chairs that will be sanitized with Microsan spray before and after each client.



Physical distancing has been met by moving the counselling chairs against opposing walls and meets the provincial standard of 6 feet between yourself and Candace.



All trinkets have been removed aside from those that can be easily sanitized with Microsan spray.



To provide air flow and lessen airborne transmission, the window will be partially open during all sessions.



Clients are invited to throw out any garbage created during sessions in the garbage pail at the end of their session.



At the end of each day, Nexus Counselling Services will line the garbage pail with a new garbage bag.



Clients are respectfully asked not to linger at the door or outside of the office in the hallway after their appointment. This is especially important if there is another client waiting to come in.



Payment for services will be limited to e transfer before each appointment unless another arrangement has been made with Candace.



There will be a minimum of 3 boxes of readily available Kleenex in the office at all times.



Clients are respectfully requested to bring their own pens and notebooks for use during sessions.



If requested, Candace will wear a face mask during your session.

Please note that in person appointments are dependent on provincial guidelines and/or rules outlined by Dr. Henry in conjunction with those provided by municipal, provincial and federal governments.

When and if a second wave of the COVID-19 pandemic occurs, Nexus Counselling Services will cease in person counselling and will immediately transition to a video conferencing format.

While I have missed seeing you in person and will again should a second wave rear it's ugly head, your health and safety is what matters most. Please don't take chances and practice your social distancing, you are worth caution and deep consideration.

If you feel I missed anything and/or have any additional concerns, please do not hesitate to contact me immediately.

Very Sincerely,

A handwritten signature in blue ink that reads "C. Marshall".

Candace Marshall, MA, CCC