



Catherine Hollifield MCP RCC #16202
Registered Clinical Counsellor

101-1416 Commercial Drive Vancouver, BC V5L 3X9 604-537-4901
catherine@hollifield.ca

COVID-19 Counselling Office Protocols for In-Person Sessions

1. Have you had two or more of the following COVID-19 symptoms in the last 14 days- fever, new or worsening cough, difficulty breathing or shortness of breath, extreme fatigue, sore throat, headache and/or loss of smell?
2. Have you travelled outside of BC in the last 14 days?
3. Have you been in close contact with someone with COVID-19 in the last 14 days?

If any of the above apply to you please reschedule your appointment. I will waive the 24-hour cancellation policy in these cases and you will not be charged. Or you can shift to a video counselling appointment if that works for you.

Please observe the following steps in coming to the office:

- Step 1: Text or call me when you arrive at the lower street level door- 604-537-4901.** I will reply when it is clear to go up the stairs and enter the office. Please wear a mask when entering the office building.
- Step 2:** Upon arriving in the office please use the hand sanitizer to disinfect your hands.
- Step 3:** I will direct you to the appropriate counselling room. Please maintain at least 2m spacing between yourself and anyone present in the space.
- Step 4:** I will direct you to the appropriate seat in the room. During the session we will maintain at least 2m distancing.
- Step 5:** Upon completion of the session I will open both the door to the room and the office space to let you out.

There is a 15-minute minimum break between sessions with minimal crossover of clients in the office space. Sessions with other counsellors in the office space are staggered so as to minimize clientele at any one time. If you should happen to crossover with another client in the common hallways, then step aside and/or back up, in order to maintain the required 2m minimum social distancing. High touch surfaces are wiped down in between each client session.

*The public washroom space in the hall is available for use. There are two keys located on the counter in the reception area.

*For the purposes of contact tracing by the BC Health Authority I may need to release your name and contact info to them. I will discuss this with you as part of the consent process at the beginning of our sessions.