



Dolly & Associates Limited

EAP PROVIDERS, FAMILY COUNSELLING, BEHAVIOUR CHANGE CONSULTANTS

July 29, 2021

Dear Clients,

We're happy to be returning to the office for in-person sessions as of **August 9, 2021**. As we do so, we will continue to adhere to Ministry of Health guidelines related to COVID-19 to assure our continued safety and health. Here are some of the steps we are taking in this regard:

- Hand sanitization before entry. Hand sanitizer will also be available in each counselling room and in the waiting area.
- Masks and temperature checks are required for entry into the building.
- If you prefer not to wait in the waiting area, you may simply **call us** upon arrival, and wait in your car or outside. We will advise you when your counsellor is ready to start your session.
- Since we are adhering to social distance requirements, please limit persons accompanying you who will not be in session.
- Furniture has been arranged to maintain social distancing.
- The office will be regularly sanitized. Also, counselling rooms are sanitized after each client session.

We are happy to share that counsellors who are providing in-person service are fully vaccinated. If your age and health allow, and if you're not yet vaccinated, we strongly encourage you to do so.

At this time, we are continuing to **require** that **clients** wear masks in the office. If you're uncomfortable with this policy, please let us know so that we can make appropriate alternative arrangements for your care.

Please cancel your in-person appointment and stay home if, on the day of your appointment, any of the following apply:

- You have experienced cough, fever, shortness of breath, chills, or other symptoms of COVID-19 or other communicable illness in the past 48 hours. Note: If any such symptoms are evident in the office, I may ask you to return home immediately.
- You are isolating or quarantining because you tested positive for COVID-19 or are worried that you may be sick with COVID-19.
- You are unvaccinated and have been in close contact in the past 14 days with someone who has tested positive for COVID-19 or who has displayed symptoms of COVID-19.
- You are unvaccinated and are currently waiting on the results of a COVID-19 test.
- You are unvaccinated and have traveled (on a trip lasting at least overnight) in the past 10 days.

The normal cancellation policy will be suspended in the case of the above.

As public health guidance is evolving, these policies and practices will continue to evolve. We will inform you as soon as possible of any changes. Our highest priority is your ongoing safety, health, and comfort when visiting our office and maintaining the health and wellbeing of our staff and associates.

We appreciate the opportunity to work with you, and we are grateful that we can once again do so in person.

Dr Jennifer Holder Dolly
CEO, Dolly and Associates Ltd.