

Health and Safety Procedures for On-Site Assessment/Treatment Sessions at SSI

August 2020 (subject to change)

Booking an on-site visit:

- On-site sessions must be scheduled in advance with your SLP, based on clinical need.
- Adult clients must attend alone. Children can attend with 1 caregiver maximum – we are not able to accommodate siblings or other family members at this time.
- A credit card must be left on file at the time of booking for those clients who have not already done so; payment will be processed at the conclusion of the session.

Morning of scheduled visit:

- Your SLP will call you to administer the first COVID-19 screening. If the screening is positive (i.e. any YES responses), the on-site visit will be cancelled.* In this case, the appointment will proceed via telepractice instead for clients who are well enough to participate in treatment.

Arrival in clinic:

- Please arrive on time for your visit – there is no waiting room available for early arrivals.
- Clients/caregivers are required to wear a mask to enter the building and must keep their mask on in the SSI office.
- Once inside the SSI office, clients/caregivers must perform hand hygiene with hand sanitizer and stop on the marked area of the floor to ensure physical distancing from our reception desk.
- The Clinical Administrator will perform a temperature check using a non-contact infrared thermometer; the Clinical Administrator will wear a mask and/or face shield during this process.
- The SLP will administer the second COVID-19 screening for the client and/or caregiver.
 - If this screening is positive (i.e. any YES responses), or if any visible signs of illness are present, the on-site visit will be cancelled and the client/caregiver must leave the clinic.*
 - If this screening is negative, the on-site visit can proceed.

Therapy Sessions:

- Clients/caregivers must keep their masks on throughout the entire visit, unless otherwise instructed by the SLP. The SLP will wear a mask and/or face shield and maintain physical distance throughout.
- Clients who are asked to remove their mask for a specific portion of the session must remain behind a plexiglass barrier, as instructed by the SLP; the mask must be put back on again when that portion of the session is over.

End of visit:

- When the session is over, the client and caregiver will leave the clinic immediately.
- Payment will be processed using the credit card on file; an official receipt will be sent via email.

Infection Prevention and Control Measures

- SLPs and other SSI staff will perform frequent hand hygiene and wear a mask and/or face shield when interacting with clients.
- Regular sanitization of high touch surfaces will be performed throughout the clinic.
- SLPs will clean and sanitize all surfaces (tables, chairs, light switches, doorknobs) and materials used before and after client sessions
- Clients/caregivers who unfortunately become sick with a possible or confirmed COVID-19 infection within 2 weeks of an in-person visit are asked to inform their clinician as soon as possible; clinicians will then inform the Clinical Director, who will contact Public Health for advice on next steps and necessary notifications.

*In the case of positive screening or signs of illness, clients/caregivers should go home and self-isolate, then call their doctor or Telehealth Ontario at 1-866-797-0000. To find a COVID-19 Assessment Centre:

- Toronto: <https://www.toronto.ca/home/covid-19/covid-19-what-you-should-do/covid-19-have-symptoms-or-been-exposed/covid-19-assessment-centres/>
- Ontario-wide: <https://covid-19.ontario.ca/assessment-centre-locations/>