



Pathways Health Centre for Children

September 2020

COVID-19 Client and Family Information Sheet for In-Person Services through Pathways Health Centre for Children

As the province continues to lift COVID-19 restrictions, agencies have worked through change management processes to re-open physical workplaces. An important step in re-opening is communicating and mitigating risks for those receiving face to face services on-site or in the community, including the caregiver who will be accompanying the child to services. This **Information Sheet** is intended to provide an overview of risks and steps we have taken to support safe delivery of care.

On-Site Presence

- ✓ The Centre is open for confirmed appointments only.
- ✓ Only 1 caregiver is permitted to attend an in-person appointment with the client.
- ✓ Clients are requested to enter the building no more than 5 minutes prior to their scheduled appointment, to allow for time for screening and hand sanitization.
- ✓ There is limited access to our lobby, and washrooms are for emergency use only.

COVID-19 Screening

- ✓ Standard COVID-19 screening questions will be used with all staff, clients and visitors. There is an expectation that all COVID-19 screening questions will be answered honestly. Consequences of failing to do so may result in exclusion from Centre services.
 - Questions are available on our website at www.pathwayscentre.org
- ✓ Families must complete a COVID-19 screening prior to each in-person appointment.
- ✓ Families will be screened in-person just prior to the in-person appointment.
- ✓ Any individual/family who has been ill, screens positive for signs and symptoms of COVID-19 or is required to self-isolate or quarantine will not be permitted to attend in-person services until cleared following Lambton Public Health direction.

COVID-19+ Notification

- ✓ It is the expectation that any individual/families who receive in-person services but later display signs and symptoms of or test positive for COVID-19 will promptly notify the Centre and not attempt to attend in-person services until cleared by Lambton Public Health.
- ✓ In the event of COVID-19 signs and symptoms or a confirmed diagnosis following services, families are required to notify our infection control lead at 519 542 3471 ext. 451 to allow for appropriate follow-up to support staff and client wellness.

Compliance with COVID-19 Directives, Policies and Guidelines

- ✓ It is the expectation that all families receiving services comply with all Pathways policies and procedures, government guidelines and Public Health directives related to COVID-19.
- ✓ Regular updates to relevant policies and procedures will be shared through social media or program communications.
- ✓ Failure to comply with COVID-19 Directives, Policies and Guidelines will result in exclusion from in-person service to protect the health and safety of staff, other clients and the community.

Hygiene, Masks and other Personal Protective Equipment

- ✓ Hand hygiene must be completed upon entry to Pathways.
- ✓ Individuals must not present for services when ill.
- ✓ Individuals as able, must practice proper cough/sneeze etiquette.
- ✓ Masks are required by all visitors over 2 years of age unless otherwise exempt. Those exempt include:
 - persons with an underlying medical condition or disability which inhibits their ability to wear a covering
 - persons who are unable to place or remove a face covering without assistance
 - persons who are reasonably accommodated by not wearing a face covering in accordance with the Ontario Human Rights Code
 - persons in an establishment, while receiving services involving the face and requiring the removal of the face covering
- ✓ Staff may use additional PPE, dependent upon nature of services.
- ✓ Failure to comply with hand and cough hygiene practices and PPE expectations will result in exclusion from in-person service to protect the health and safety of staff, other clients and the community.

Code of Conduct

- ✓ Adherence to direction related to physical distancing or other COVID-19 management policies is required. Failure to comply will result in exclusion from in-person service to protect the health and safety of staff, other clients and the community.

Questions and Comments

- ✓ The public can contact the office of the Executive Director 519 542 3471 ext. 297 for any questions or comments about COVID-19 policies and practices and/or their service experience.

Risk Management Terms

The nature of COVID-19 and ease of community transmission of this infectious disease increases the risks to every organization in the provision of in-person services. Actions can be taken towards mitigating the risks but they cannot be eliminated. Clients and families/caregivers who attend face to face services through Pathways must do so with full knowledge of the risks they are assuming and for which Pathways cannot be responsible.

By agreeing to participate in in-person services through Pathways Health Centre for Children, you:

- agree to answer all COVID-19 screening questions honestly and in good faith and understand that you will be responsible for any consequences that result from failing to do so.***
- understand that Pathways will not be responsible for any personal injury, illness, ailment or death that may be suffered, in relation to, or directly or indirectly in connection with COVID-19 arising in any way from attendance at the Pathways premises.***
- will be responsible if you fail to comply with Pathways' COVID-19 policies and procedures.***