



Pathways Health Centre for Children

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

June 2022

As the global community continues to move through the COVID-19 pandemic, agencies have worked to support safe operations. An important step in service delivery through the pandemic is communicating with and mitigating risks for those receiving in-person 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 in accessing in-person services and steps we have taken to support safe delivery of care.

On-Site Presence

- ✓ Preferably only the client and one accompanying adult will enter. Should this not be possible, please speak with your clinician in advance as alternate room arrangements may be required.
- ✓ Clients are requested to enter the building no more than 5 minutes prior to their scheduled appointment to minimize congestion and to allow for hand sanitization.

COVID-19 Screening

- ✓ All staff and visitors are asked to complete a screening before attending Pathways or, in the case of staff, before working outside the home on behalf of Pathways. <https://covid-19.ontario.ca/self-assessment/> 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.
- ✓ Any individual/family who has been ill, self-screens positive for signs and symptoms of COVID-19 or is required to self-isolate or quarantine should not attend Pathways sites or services in person. Virtual options may be available until which time in person attendance can resume according to Lambton Public Health direction.

COVID-19 Positive 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 according to Lambton Public Health direction.
- ✓ 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. 1451 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 may result in exclusion from in-person service to protect the health and safety of staff, other clients and the community.

Proof of Vaccination

- ✓ All Pathways employees, placement students, volunteers and client service contractors are required to be fully immunized against COVID-19. An individual is defined as fully immunized ≥ 14 days after receiving the second dose of a two-dose COVID-19 vaccine series or their first dose of a one-dose COVID-19 vaccine series that is listed for emergency use by the World Health Organization or approved by Health Canada.

Hygiene, Masks and other Personal Protective Equipment

- ✓ Hand hygiene must be completed upon entry to Pathways.
- ✓ Individuals must not present for services when ill. Staff must not attend the workplace/community sites if ill.
- ✓ Individuals as able, must practice proper cough/sneeze etiquette.
- ✓ Masks are required by all staff as well as all visitors over 2 years of age unless otherwise exempt. Centre-issued masks will be required. 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, clients and patrons in the following community based programs: C.A.C.H.E Childcare and Pathways Aquatics
- ✓ 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. 1297 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 in-person 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 guidelines.**