



## **Evolve Psychology COVID-19 Safe Practice Plan**

As mental health providers, our number one priority is the safety and well-being of our clients and staff.

Psychologists have been considered “Essential Service” providers since the beginning of the COVID-19 pandemic in Alberta. Since March 16, 2020, we have been strongly encouraged by provincial health authorities and our own regulating body (College of Alberta Psychologists) to shift the provision of services to telepsychology services (i.e. videoconferencing or telephone) whenever it is feasible.

However, under the provincial “RE-LAUNCH” plan announced by the Alberta Government, we are able to resume offering both in-person and telepsychology services. Where appropriate, we will offer you (the client) the choice of service provision.

With this in mind, the following outlines our office’s policy on providing safe treatment, based on best practices, to provide safe care to our clients and reduce the risk of spread of COVID-19.

### **Office Infection Protection and Control Policies**

All practitioners at Evolve are regulated mental health professionals. They are bound to abide strictly to the specific guidelines from the Government of Alberta and our regulatory body (i.e. the College of Alberta Psychologists) regarding office reopening:

- Clinicians have the right to refuse treatment to anyone exhibiting symptoms.
- Telepsychology (videoconferencing or telephone appointments) is available to all clients.
- Our appointment schedule has been adapted to reduce the amount of people in the office at one time, to help reduce the chance of spread and allow for additional cleaning.
- We have increased disinfecting of all door handles, seats, and other public surfaces.
- Hand sanitizer is available at the front desk and in individual offices for your use.
- If you wish to wear a mask and gloves, you are welcome to do so. Please bring your own as we have limited supplies. Staff will wear masks if appropriate physical distancing cannot be maintained

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- Physical distancing practices will be followed.
- Magazines, drinking glasses and toys have been removed from our waiting area.
- Cashless or no contact payment is supported.

### **Canceling an Appointment and Cancellation Policy**

If you answer **YES** to any of the following pre-appointment screening questions, you will not be permitted to enter the Evolve Psychology office for your appointment. We would be happy to change you to a videoconference or telephone appointment, or re-schedule your appointment for a different time.

1. Do you, or anyone in your household, have any of the below symptoms:
  - a. Fever (greater than 38 degrees Celsius)
  - b. Cough
  - c. Shortness of Breath / Difficulty Breathing
  - d. Sore throat
  - e. Runny nose
2. Have you, or anyone in your household travelled outside of Canada in the last 14 days?
3. Have you, or anyone in your household been in contact in the last 14 days with someone who is being investigated or confirmed to be a case of COVID-19?
4. Are you, or anyone in your household currently awaiting test results after being tested as a potential case of COVID-19?
5. Have you tested positive for COVID-19 within the last 10 days?

Our 48-hour cancellation policy will be waived under these conditions.

Please note all clinic staff and practitioners will stay at home if any of the above apply to them.

Please let us know if you have any other questions or concerns. We look forward to continuing to provide you with the highest level of psychological service.

Sincerely,

**Evolve Psychology**