

VCS HEALTH AND SAFETY GUIDELINES

COVID-19

To prevent the spread of COVID-19 the below guidelines will be followed:

- Staff and participants that have any signs of illness will not take part in services and will not enter VCS buildings. Please stay home. Appointments will be rescheduled.
- **Participants will be asked the following twice - when booking an appointment and again on the day of the scheduled appointment:**
 - **Have you travelled outside the community in the past 14 days? If so, where?**
 - **Have you or your close contacts been in contact with someone with COVID-19 or someone who is waiting for COVID-19 test results?**
 - **Do you or your close contacts have symptoms such as fever and/or cough or shortness of breath?**
- If there are any concerns that participants may have been exposed to or have COVID-19, they will not be seen in person – alternate ways of receiving service will be offered
- **Please note**, if Public Health officials conduct contact tracing for COVID-19 exposure, VCS will be required to provide your contact information

What to Expect – Participants:

- Our waiting room remains closed – please call us when you arrive or ring the bell at the front door (main office) and you will be let in for your scheduled appointment. If you don't have an appointment but need one, please call 250-428-5547 and leave a message.
- Participants will be asked to wash or sanitize their hands upon arrival at all VCS locations
- All VCS locations are closed to the public without a scheduled appointment
- Masks are required in common areas
- Please cover your nose and mouth with a tissue or with the crease of your elbow if you cough or sneeze

What to Expect- VCS Staff:

- Staff will not come to work if they are ill, have travelled to areas with high numbers of COVID-19 cases within the past 14 days, or if they have been around anyone suspected of having COVID-19
- Staff will wash their hands between appointments and throughout the day
- Staff will sanitize all high touch surfaces between appointments
- Staff will wear masks and gloves if handling food or if requested by participants
- Staff will support participants to exit specific doors after service is complete