

## Valley Community Services Infection Control Measures

Staff and participants that are feeling unwell are asked not to enter VCS locations. Appointments may be rescheduled or virtual service may be offered.

Participants will be asked the following questions upon arrival:

- Do you or your close contacts have COVID-19 symptoms such as fever, and/or cough or shortness of breath?
- Have you been in contact with someone with COVID-19 or someone who is waiting for COVID-19 test results?

If there are any concerns regarding exposure to illness, alternate ways of receiving service will be offered.

### What to Expect – Visitors:

- Our VCS waiting room is closed to the public, please text your counsellor upon arrival.
- Visitors must wait in their vehicle or on the outdoor covered benches.
- Visitors must wash or sanitize their hands upon arrival.
- Masks are required at all times indoors.
- Groups may be provided indoors with limited numbers of people and precautions in place.
- Transportation and home visits have resumed; masks must be worn.

### What to Expect - Staff:

- Staff will not come to work if they are ill or have been in contact with anyone confirmed to have COVID-19.
- Staff will wash their hands between appointments and throughout the day.
- All high touch surfaces will be sanitized between appointments.
- Staff will support participants to exit the premises after service is complete.

