

Dear Families

Crossroads Children’s Mental Health Centre is preparing for a gradual return to face to face appointments for those in need of in person services. In order to do this safely, we are following the guidelines of Public Health officials. As we prepare for re-entry to our sites, we will communicate important information and timing updates on our website and social media accounts. This information will help you prepare for your in-person visit.

**Maintaining physical distancing and the use of personal protective equipment**

The guidelines from Public Health are clear on the importance of physical distancing of 2 meters (6 feet) between anyone not from your household. When this is not possible (in other words you will be in contact with someone with less than 2 meters/6 feet distance) Public Health recommends the use of Personal Protective Equipment (PPE). To support these guidelines, the following tactics have been put in place to support staff and clients.

* Staff schedules have been altered to reduce the number of on-site personnel at one time.
* When face to face appointments resume, there will be a limited number of clients per floor at one time, and staggered entry and exit to the building for both staff and clients.
* Meeting rooms have been set up to ensure that physical distancing can be maintained.
* Markings on the floors/walls have been installed to indicate physical distancing during foot traffic, waiting for the elevator, etc.
* Lobby seating has been reorganized, with some seating removed, to ensure physical distancing.
* All of our staff have been provided and trained in the appropriate use of PPE, and when they do a session with you, they will be wearing a mask.
* We are following all guidelines of Public Health and implementing Public Health’s Close Contact Tracking policies between all staff and clients
* All staff, clients, and families have received check lists and are monitoring any symptoms that would indicate they should not be on site.

**Sanitizing**

Nothing will fight the spread of this illness better than proper and frequent handwashing and diligent sanitization. We have ensured proper and effective sanitizing throughout our spaces including:

* Installed multiple hand sanitizing stations.
* All paper products, plastic toys, electronics have been removed from our lobby area.
* All of our staff/meeting rooms will be properly sanitized before and after meetings.
* Signage has been placed throughout our buildings describing proper handwashing practices, and proper sneezing/coughing techniques to reduce spread.

**Expectations for you and your child**

* If you have your own masks, please bring them with you for your visit. If not, you will be provided with a mask upon your arrival.
* Children over the age of 3 are expected to wear face coverings.
* Please talk with your child ahead of time about what to expect when you arrive for your visit.
* You will have to complete a questionnaire in advance of attending the office to ensure that you do not have symptoms related to COVID-19. You will complete this questionnaire on behalf of anyone visiting the office.
* Please ensure that no food or drink is brought with you for your session at the office.
* You will be guided through the office for your session to ensure physical distancing is in place for your own protection during your visit.

We are working hard to keep you safe and healthy, both physically and mentally. If you have any questions, please contact Leanne at 613-723-1623 ext. 260.

*SIGNED*