

PLEASE NOTE: FOR THE SAFETY OF OUR CLIENTS, VOLUNTEERS, STAFF, AND THE COMMUNITY, WE HAVE THE FOLLOWING NEW PROTOCOLS IN PLACE FOR THE LANGLEY HOSPICE SOCIETY'S SUPPORTIVE PROGRAM CENTRE.

CLIENTS – CHILD & YOUTH PROGRAM:

- Clients are asked to refrain from attending in person under ANY of the following conditions:
 - ⇒ **if you feel unwell, even with only mild, cold-like symptoms**
 - ⇒ **if you have travelled outside the province in the last 14 days**
 - ⇒ **if you have had contact with someone with suspected or diagnosed covid-19**
- **If you arrive early for your appointment, we ask that you remain in your vehicle as we do not have a waiting area inside the house at this time, and we may be with another client and will need to sanitize the space in-between sessions. We will come out to meet you and/or your child and bring them downstairs from the back.**
- All clients and staff/volunteers must maintain physical distancing keeping 2metres between themselves and anyone else at the house.
- All clients and staff/volunteers are required to wear a mask as soon as they enter the Supportive Program Centre, including the Child & Youth space downstairs.
- All clients and staff/volunteers must use the hand sanitizer provided upon entry.
- the washroom closest to the group room is the designated client washroom. Clients must sanitize after using by wiping down the toilet seat and cover, the toilet handle, the faucet taps, the door handle, light switch with the sanitizer and paper towel provided. There is a washroom available downstairs for our child and youth clients.
- clients may use a cup they bring from home for water, or we will provide disposable cup.
- there must be a covered garbage can available for all tissues and other garbage to be disposed of safely.
- In-house group sessions will not resume in this phase. Our staff are continuing to offer some innovative programming virtually, using Instagram, Facebook, and online tools like ZOOM and facetime, etc., This information and the appropriate links will be provided as needed.

Please sign below, in acknowledgement that you have read and understood this protocol.

Client Signature: _____

Parent/Caregiver Signature: _____

Date: _____



Langley Hospice Society

langleyhospice.ca

Providing compassionate care and support since 1983