

# HOW TO PREPARE

for an in-person Mental Health and Addictions appointment during the COVID-19 pandemic.



*Please contact your clinic if you are feeling physically unwell or if you are unsure if you should visit in-person.*

## BEFORE YOU ARRIVE:

*Expect a phone call from the clinic a day or two before your appointment.*

*Everyone coming in-person will be asked about their physical health before arriving.*

## STEP 1: WHEN YOU ARRIVE

Maintain a physical distance of 2 metres or 6 feet from others at all times.

You will be asked to wear a mask. You may be asked to remove your cloth mask and use a medical mask provided by staff.

You will be asked to sanitize your hands upon arrival.

Healthcare providers and other staff will be wearing masks and may also be wearing a face shield.



## STEP 2:

You will be asked the same questions about your physical health, as you were asked over the phone.

You will be asked if you have a:

- fever of 38° C or higher
- cough (new or worsening)
- sore throat
- runny nose
- headache
- shortness of breath

Also, you will be asked if you have:

- travelled in the past 14 days.
- been in close contact (within 2 meters/6 feet) with a person who has tested positive for COVID-19 or is suspected to have COVID-19 in the past 14 days.



*Based on your answers to the questions above, you may be asked to return home and self-isolate.*



*We will work with you to ensure this does not interrupt your Mental Health and Addictions care and support.*