



## **Welcome to Keystone Child, Youth & Family Services: What to Expect During COVID-19**

Thank you for booking an appointment with us. We continue to support the mental health and wellbeing of our children, youth and families in Grey and Bruce Counties during the COVID-19 pandemic. We are currently offering our services virtually through video conferencing, by telephone and face-to-face, in-person sessions.

This information will keep you informed about some of the changes that have occurred due to the COVID-19 pandemic and our in-person sessions. We would like to reassure you that Keystone has taken many steps to provide safe spaces for you and your family.

### ***Prior to your in-person appointment***

Before you come to your Keystone appointment, please review the Provincial Self-Assessment Questionnaire and follow the recommendations given. The Self-Assessment Questionnaire be found at: [Self-Assessment - COVID-19 \(coronavirus\) in Ontario](#)

**If you are experiencing any of the following symptoms, please reschedule your appointment or opt for a virtual appointment instead.**

- Fever and/or chills
- Shortness of breath, cough
- Fatigue, lethargy, extreme tiredness
- Muscle ache, joint pain
- Decrease or loss of taste or smell
- Nausea, vomiting diarrhea

### ***When arriving at the Keystone office***

When you arrive at the Keystone office, you will be asked to sanitize your hands upon entry. You will be provided a medical grade facemask to wear during your session and will be asked to change out of your face mask into the new one provided.

A staff member will also complete a screening by asking the self-assessment questions again.

If you are unsure of whether to cancel your appointment, please reach out by calling 519-371-4773.

### ***Additional Safety Protocols***

We have developed additional safety measures to protect you and our staff during face-to-face appointments:

- To limit the amount of people and contacts in our office, we ask that only the members involved in the treatment attend the session. Our waiting room will have limited seating.
- Staff will be completing the COVID Self-Assessment tool each day prior to coming to work.

- Enhanced cleaning protocols have been put in place to ensure that surfaces are cleaned frequently, especially in high-contact areas such as door handles, light switches and washroom facilities.
- Counselors will be meeting with families in a larger meeting rooms instead of the usual offices, to allow for physical distancing. Each room will be disinfected after the last use and before you arrive.
- Transparent barriers have been installed in the front reception and in all of the meeting rooms.
- There is additional signage in our offices and on our floors to help with physical distancing when moving through the building. Please follow the directional arrows in the halls and maintain physical distancing when possible.

Keystone remains committed to the health safety of our children, youth, families and staff and has been working consistently with the Grey Bruce Public Health Unit and our Ministry partners to ensure safe spaces.

If you have any questions regarding our COVID-19 Protocols, please contact our office at 519-371-4773.