



June 2, 2020

Dear Valued Clients,

This letter is to inform you of the changes at Q'wemtsin Health Society that are occurring in response to WHO's announcement of the global COVID-19 pandemic and the lifting of provincial restrictions set forth by the Provincial Medical Health Officer.

Our team has been working diligently to ensure that our building and all services provided by QHS employees can continue to operate in a manner that is safe for both clients and employees. Some efforts being made are increased sanitizing of hands and surfaces within the building/vehicles, social distancing, and donning of personal protective equipment. As we've been preparing for the return of our beloved clients, we have made some changes within the building.

Please note the following:

- Appointments are going to be staggered to prevent multiple clients waiting at any given time
- Clients displaying symptoms associated with the COVID-19 virus are asked to notify staff of their symptoms prior to coming to the facility
- Clients may be asked to wait in their vehicles or outside where an employee will pre-screen them prior to their appointment
- Guests entering the building will be asked to wear a mask and to hand sanitize upon entry
- Clients entering the facility for an appointment will be limited to one support person per visit
- All guests and employees are asked to social distance – Markers have been placed on the floor for guidance
- Access to the building will be limited for all guests – No kitchen access and/or walking in hallways, unless escorted by an employee for service provision
- Once an appointment has been completed clients will be escorted out of the building by an employee
- We will not be offering complimentary beverages or promotional items
- All reading material and excess furnishings have been removed from the building
- Privacy screens have been set up in the waiting area to provide all guests and employees extra protection

If you have any questions or concerns about the changes being made at Q'wemtsin Health Society or about COVID-19, please do not hesitate to call our office at 250-314-6732 or email qhs@qwemtsin.org

Thank you for your continued support and patience at this time, we look forward to seeing you all very soon!