



dreamcatcher™
nature assisted therapy

COVID-19 PREVENTION AND RESPONSE PROTOCOL
Updated October 21st, 2022 (all major updates are in RED)
This version of the Protocol supersedes all previous versions

In response to the public health concern regarding COVID-19 (CORONAVIRUS), Dreamcatcher™ has established the following protocol to prevent, as well as respond to, the situation. This protocol will be in effect immediately and remain so until further notice. To protect your health and prevent the spread of COVID-19, please ensure your full cooperation and compliance with the protocol at all times.

Daily Sanitization and Prevention Care

- Please wash your hands thoroughly at the beginning and end of each shift, and regularly throughout the day. Avoid touching your eyes, nose, and mouth.
- Supplies of hand sanitizers will be available for your use. One sanitizer will be assigned to each staff members office, the bathroom, the mudroom, the kitchen, the conference room, the bantam and laying chicken coops, and the barn.
- **All business cards, water/coffee/tea station at the reception area have been returned. Staff are encouraged to fill their personal water bottles with the tap, while clients can to use washable cups provided. Front Admin will prepare the station at 830am, and check it at 1pm; Evening Admin will check at 430pm and clean up the station when they leave. Both will ensure dirty cups are removed, and that the station is clean and filled, however all staff are encouraged to tidy the area if they notice it is in need, or report to admin.**
- Arrangement is being made to ensure more sanitary handling of cash; alternative payments are made by email money transfer or hands-free credit card entry.
- Removable plexiglass screens have been installed on the front admin's desk. **Staff are required to properly disinfect their workstation at the end of each shift: this includes desk surfaces, doorknobs, plexi-glass screens, etc.**
- Administrative Staff:
 - **Every hour and END of the day, front admin will disinfect surfaces likely to be touched or used by clients in the waiting area and frequented by staff and therapists such as kitchen area and bathrooms.**
 - A hand sanitizing dispenser (or bottles) is made available in the mudroom for client use so please:
 - Request every client to use it when they check in (let them know that it is part of our prevention efforts).
 - Ensure that each of the 18 dispensers or bottles is adequately filled weekly.
- Therapists:
 - **At the beginning and the end of a therapist's shift, they are required to disinfect surfaces likely to be touched by clients.**
 - **They will also disinfect surface touched by a client (such as doorknob, toys, etc.) at the end of each appointment session. To minimize the need for a lot of surface touching by a client, the therapist may wish to be the one opening and closing the door at each appointment session.**

Wearing a Mask

- Staff, therapists, and clients may wear or remove their mask while walking about within our premises. However, when a staff or therapist approaches and/or greets a client without any barriers (e.g. plexiglass), they must have their mask on until such time that they receive permission from the client to take their mask off. Once the permission is granted, it is assumed that the permission is carried forward to subsequent greetings/meetings unless the client indicates otherwise. Proper distancing of at least 6 feet should be exercised whenever possible.
- **Wearing a mask is no longer obligatory inside the office. All people are asked to respect distances between other people, particularly in tight quarters or busy areas such as the mudroom, front admin area, and coffee/tea station. If a visitor would like a mask, Dreamcatcher™ has a limited amount available. Staff are expected to supply their own masks.**
- While in a counselling or assessment session, a therapist may choose one of the following two options:
 - Always keep their mask on regardless of whether the client chooses to take their mask off. Proper distancing of at least 6 feet should be exercised.
 - Remove their mask **ONLY IF** the client consents to the therapist doing so. As such, each therapist must ask the client for consent before taking their mask off. Proper distancing of at least 6 feet should be exercised.
- If a therapist is no longer comfortable with providing in-person sessions to clients due to the removal of compulsory masking mandates, they can move their in-person services to online services.
- **All staff and therapists must purchase and keep an adequate supply of masks for their use when working at Dreamcatcher™. Clients and Staff are expected to supply their own masks. In the event that a client has forgotten theirs but would like one or a therapist would like their client to mask for whatever reason, a limited supply will be available in the office for such instances.**

Response to COVID-19 Concerns with Clients

- A sign has been posted at the entrance of Dreamcatcher™ office providing directions to clients who may be experiencing flu-like symptoms (such as fever, cough, shortness of breath) associated with COVID-19. They will be requested to go home (instead of coming inside for their appointment) and contact Dreamcatcher™ to either reschedule their appointment or schedule an online or telephone counselling session.
- 24 hours prior to a client's appointment, they will receive a reminder from Dreamcatcher™ of their appointment. The reminder will also advise the client to re-schedule their in-person appointment for a date that is **at least 5 days** down the road OR book an online or phone counselling session if they have COVID-19 symptoms.
- If a Dreamcatcher™ staff or therapist notice that a client exhibits flu-like symptoms, they reserve the right to reschedule the client's appointment. Clients will be notified of Dreamcatcher™'s right to do so and will be billed a cancellation fee.
- Parents of minor clients are encouraged to make childcare arrangements for siblings not attending the appointment, alternatively they can wait in their vehicles or in the waiting room with their children.
- Late cancellation or no show:
 1. Administrative staff: When a client calls to cancel or reschedule an appointment with less than 24 hours notice due to the reason that they have COVID-19 or they have symptoms associated with COVID-19, encourage the client to participate in online or phone counselling where appropriate and possible. This will minimize the disruption to them getting the care they need. If they refuse, we can provide a ONE time waiving of the late cancellation fee. They should only reschedule an in-person session for a date that is at least 5 days later to confirm that they do not have COVID-19.

2. Therapists: If no late cancellation or no show fee is collected by Dreamcatcher™ on a late cancellation or no show that is due to medical concerns associated with COVID-19, there would also be NO compensation issued to therapists.

Response to COVID-19 Concerns with Operations or Therapists and Staff

- Therapists who are uncomfortable in continuing with in-person service and instead wish to move to online or phone counselling service may do so either at Dreamcatcher™ or at their home, provided they have an appropriate, quiet, and confidential space at their home to do so. A therapist who intends to make this switch will need to notify Eileen and Patricia as soon as possible so that this switch can be communicated to their clients and alternate arrangements can be made prior to the effective date of the switch.
- Staff and therapists who are experiencing symptoms such as cough, fever, shortness of breath, runny nose, or sore throat, and/or suspect that they may have COVID-19 are required to follow the guideline under the “WHAT TO DO IF...” section of this document.
- In the event that a therapist is incapacitated, Dreamcatcher™ will make every effort to reschedule their clients and/or provide the clients with the option of seeing an alternate therapist until such time that the therapist is able to safely resume work. If a therapist undergoes self-quarantine at home, but feels well enough to work, they can continue to offer services through on-line or phone counseling, provided they have an appropriate, quiet, confidential space at their home to do so.
- In the event that an administrative staff is incapacitated due to COVID-19, Dreamcatcher™ will make every effort to have their colleagues cover their shifts until such time that the staff is able to safely return to work.

The staff member may also access the following for the remainder of their time off:

- i. Unpaid personal and family responsibility leave,
- ii. Vacation time,
- iii. COVID-19 job protected leave**,
 - NOTE: The COVID-19 job protected leave is a specific amendment to the Alberta Employment Standards Code by the province to provide a 14-day job-protected leave if: (i) a staff member is required to self-isolate; or (ii) a staff member is sick or is caring for a child or dependent adult that is required to self-isolate. During this period, a staff member may access sickness EI benefit/compensation or emergency care and support benefit/compensation. A self-employed contractor is not covered by Alberta’s job protected leave.

Covid-19 Vaccination

- For staff members who are going for vaccination, Dreamcatcher™ expects them to make an effort to book their vaccination on a day and time that is not their scheduled workday, especially part-time staff who have different off-days in the week. Contractors are NOT eligible for this paid vaccination leave.

Communication with Staff, Therapists, and Clients

- All staff and therapists are emailed a copy of Dreamcatcher™’s most updated COVID-19 Prevention and Response Protocol. Cooperation and compliance are expected of all parties in order that we can best protect the health and safety of our staff, therapists, and clients.
- A sign has been posted at the entrance of Dreamcatcher™ main office providing directions to clients who may be experiencing cold/flu-like symptoms (such as cough, fever, shortness of breath, runny nose, or sore throat) associated with COVID-19.
- Dreamcatcher™’s COVID-19 prevention, response and recommended coping measures for clients have been uploaded on our website. Dreamcatcher™ has and will continue to post relevant information and updates on our operational status our website as well as all of social media sites such as Facebook, Twitter, and LinkedIn.

- As the situation related to COVID-19 is continually evolving, Dreamcatcher™ will stay informed on any major changes or directives from WHO, Alberta Health, CAP, PAA, and any other major bodies. Dreamcatcher™ will update staff, therapists, and clients accordingly.

WHAT TO DO IF.....

In spite of the presence of our protocol, some staff members and therapists may still be unsure of what to do in the event that they are sick or have been exposed to someone who is sick. The following lays out each scenario for you.

If you have symptoms of COVID-19 and after you get your COVID-19 test results

- If you are exhibiting any COVID-19 symptoms (cough, fever, shortness of breath, runny nose, loss of taste or smell, sore throat or others [[click here for other symptoms](#)]), get a rapid antigen test AND STAY HOME.
 - If your test result is positive, please call or text Eileen at 780-668-7608 as soon as possible. Please DO NOT just call an admin staff.
 - For fully vaccinated personnel (for now, fully vaccinated is defined by the GOA/GOC as having two Covid vaccine shots) - isolate for at least 5 days from the start of your symptoms or until your symptoms have subsided, whichever is longer.
 - For NOT fully vaccinated personnel - isolate for at least 10 days from the start of your symptoms or until your symptoms have subsided, whichever is longer.
- If your test result is negative, Dreamcatcher™ still expects you to take some time to rest and recover – return to work in person at Dreamcatcher™ only when your symptoms have fully subsided, and you feel well enough to come back.
- A therapist who is in quarantine/isolation (regardless of whether they test negative or positive) but feels well enough to work can, should they so choose, take on online or phone appointments, provided they have an appropriate, quiet, confidential space at their home to do so.
- A staff whose work has been deemed by Dreamcatcher™ to be deliverable from home, can work from home while in quarantine/isolation (regardless of whether they test negative or positive) if they have received approval from Dreamcatcher™ to do so and they feel well enough to do so.

If you plan to or have travelled within or outside of Canada

- If you plan to travel within Canada, you must follow the travel requirements/guidelines set by the [Province of Alberta](#) as well as that of the province/territory to which you wish to travel.
- **If you plan to travel outside of Canada, you must follow the travel requirements/guidelines set by the [Province of Alberta](#) as well as the [Government of Canada](#).**