

# COVID-19 Office Policies



The following changes have been put in place in order to keep you and our staff safe. Please adhere to the following changes:

## **Do not enter if feeling unwell in any way.**

Please complete our COVID-19 Self-Assessment/Screening prior to entering the office. If you are showing any symptoms or feel unwell in any way, we can offer you an appointment via telehealth or cancel the appointment. Please do **NOT** attend your appointment but **DO** call 811 and self-isolate.

## **Use hand sanitizer upon entering the office.**

Our automatic dispensers are available for your use at any time (or use your own if you prefer).

## **Essential visitors only and maintain physical distancing.**

We ask that no extra family members, friends, or other individuals attend appointments (even in the waiting room). All non-essential visitors will be asked to wait in their cars or outside of the office.

## **Wear a mask.**

All visitors, including children over the age of two, must wear a mask during their visit. If you do not have a mask please ask us to provide you with one. Masks must be worn for the entire time you are in the office and discarded after you leave. Do not discard your mask in the office.

## **All appointment bookings are to be made online.**

Our online system ("Jane") allows you to see our calendar and schedules at any time online from your home computer or phone. To minimize contact within the office, we're asking that you book all appointments from home. Our psychologists can suggest how long to wait before rebooking but will not be booking you for future appointments from within the office.

## **No cash payments will be accepted.**

Credit or debit cards can continue to be used. We will wipe down our debit terminal after each use and at the start and end of each day. Please consider entering your credit card information into our secure online system so payments can be charged online rather than in-person.

## **Do not leave any items or trash behind.**

All items brought into the office by you should be taken with you as you leave. This includes items like tissues, food items, all bottles/cans/cups, disposable gloves or masks – everything.



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