

Keeping Our Clients Safe During COVID-19

Information for Clients

Grace & Harnadek Neuropsychology want to reassure our clients that extra precautions have been put in place to ensure the safety of their health, as well as the health of our staff during your assessment.

What You Can Expect

We are trying to reduce the time that clients need to spend at our office. Less time in the office means less risk of exposure for you. To that end, some portions of your assessment, such as the interview, may be conducted over the telephone rather than face-to-face.

We will contact you by telephone the day prior to your assessment to review any symptoms you may have associated with COVID-19. This is intended to spare clients, who are experiencing symptoms, from travelling to the office if their appointment needs to be delayed.

The screening questions that we use are the same as those used by the London Health Sciences Center to screen patients entering the hospital, and these will be updated as new information regarding symptoms comes to light. You will also be given reassurance that the staff working with you have also been screened and found to not be exhibiting symptoms.

When you arrive for your appointment, you will again be screened to review if you have symptoms suggestive of possible COVID-19 exposure. These include the presence of respiratory symptoms (e.g., fever, cough, or difficulty breathing) as well as various other new symptoms that can be associated with the virus (e.g., sore throat, vomiting, diarrhea, decreased sense of smell or taste, runny or congested nose, hoarse voice, difficulty swallowing, new headache, chills, abdominal pain or nausea, pink eye (conjunctivitis), new symptoms of fatigue, new generalized muscle aches). Please note we understand that you may have some of these symptoms for reasons other than COVID-19 and that is why the screening is necessary. You will also be asked if you have had close personal contact with anyone who may have tested positive for COVID-19. In the event that you, or our staff, tests “positive” for symptoms, then the appointment will need to be delayed.

The following additional safety precautions will be in place for your assessment:

- All high-touch surfaces (doorknobs, tabletops, light switches, pencils, etc.) will be disinfected prior to your appointment, and again following your session.

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- You will be asked to enter and exit the office through a separate entrance from the parking lot. This is to prevent you from encountering any other persons who may be in the building.
- Proper hand hygiene practices are in place. Hand sanitizer will be available throughout your session for both you and for staff to use. When you enter the office, you will be asked to sanitize your hands. You will be asked to sanitize or wash your hands frequently throughout the day, particularly prior to touching test materials, and again afterwards.
- Whenever possible, staff will maintain a 2-metre physical distance from you.
- You will be asked to put on a clean, single-use, procedure mask that we will provide to you. In order to protect the safety of yourself, and our staff, the wearing of the mask is mandatory. You will see that our staff will also be wearing a mask for the same purpose. If you have your own mask, you may continue to use that when outside of our office. However, to ensure that you have a clean mask, we will provide you one to wear when you are attending your appointment.
- All test forms, and pencils, are “one-use” only. Your test forms, and pencils, have not been exposed to other clients.
- We have installed a protective clear plexi-glass barrier to minimize the spread of droplets while you are undergoing testing. This is similar to what you may have seen at retail stores.
- We have also installed two HEPA-filter air purifiers to draw any potential contaminants from the air.
- Finally, we are restricting access to our offices to only the client. If you have family accompanying you, they will be asked to wait elsewhere. This restriction is intended to minimize possible exposure to your family, and to our staff.

What You Can Do

If you have “flu-like” symptoms or symptoms of a respiratory illness (fever, or cough or shortness of breath) you should contact Telehealth Ontario at 1-866-797-0000 or the Middlesex-London Health Unit at 519-663-5317 for further assessment and guidance.

You can also access the Government of Ontario on-line self-assessment site at:

<https://covid-19.ontario.ca/self-assessment>

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In addition, if you have any symptoms, as indicated above, prior to the assessment, you should contact our office (519-657-0200) and leave a message notifying us. This helps protect our staff and other clients.

If You Have Questions

Please contact us before your appointment if you have any concerns or questions regarding your assessment, or COVID-19. Please call us at 519-657-0200.