



Okanagan Ability Centre

#102 – 2040 Springfield Rd., Kelowna B.C. V1Y 9N7

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Our COVID-19 Safety Plan (updated November 20, 2020)

We have taken many steps to ensure the safety of our clients and our staff in accordance with WorkSafe BC guidelines and direction from the BC Provincial Health Officer, as follows:

Physical Distancing/Limiting Density/Environmental Adaptations

- Preferred access to OAC is by appointment only. Please call the office to book your appointment. Once you have entered the clinic, please ring the bell at the front table to let us know that you have arrived and wait for someone to greet you. Please complete the COVID safety checklist form upon arrival.
- The number of clients seen at OAC at any given time is limited and we prefer only one parent or support person to accompany clients on site. Please let us know in advance if others are coming, so we can make appropriate arrangements.
- We have arranged our clinic and developed assessment practices to ensure that a minimum of 2 metres of distance can be maintained between all individuals. In the rare instance when it may not be possible to ensure a minimum of 2 meters of distance (e.g., with young children), we may wear masks when deemed feasible and appropriate by the clinician. Our assessments often require that the examiner and the client can easily see and hear each other, which can be challenging when wearing masks. Masks should be worn by the accompanying support person (adult guardian and anyone else in OAC common areas such as waiting rooms). Our staff will also wear masks in common areas.
- We may ask parents to assist with the assessment, particularly with younger children, to allow clinicians greater ability to maintain physical distancing.

Environmental Cleaning & Personal Hygiene

- We have implemented regular practices for disinfecting “high touch” surfaces such as door handles, light switches, and shared equipment.
- Toys and books have been removed from the OAC waiting areas. Clients are welcome to bring toys or electronic devices from home for their personal use. Water will not be provided, and clients must bring their own filled water bottles.
- We require everyone to clean their hands upon arrival and regularly while at OAC. Hand sanitizer and hand washing facilities are available on site. No hand shaking.
- People are asked to avoid touching their faces and to practice good respiratory etiquette.

COVID-19 Risk Management Practices

- OAC staff and clinicians will stay home if there are risk factors for COVID-19 present. For example, if they are experiencing cold, flu, or COVID-19 symptoms (e.g., fever, chills, new or worsening cough, shortness of breath, sore throat, and new muscle aches or headaches), if someone in their household is experiencing those symptoms, if they have travelled internationally within 14 days, or if they believe they have been exposed to COVID-19.
- If clients are presenting with COVID-19 risk factors as outlined above, they are asked to contact our office to reschedule their appointment. Clients and visitors are required to complete a COVID-19 Risk Factor Checklist upon arrival to OAC. If risk factors are present, their appointment will be rescheduled.
- There is no penalty to clients to reschedule their appointment as related to illness.