

COVID-19 UPDATE

At Advanced Hearing Solutions, and in conjunction with BC's Restart Plan, we are resuming in-person practice in a way that promotes safe care to both clients and staff and prevents the spread of the virus.

Physical Environment Changes:

-we have reduced the number of chairs in the waiting room to allow for a 2 metre distance between clients

-acrylic safety shields have been installed in our reception desks as a physical barrier

-our waiting room no longer offers magazines, beverages and candies

-washrooms within the clinic are closed to the public.

-a drop-off/pick-up station has been set up in the front of the office beside the door for those who do not have an appointment. We will call you once your hearing aid(s) are ready.

Administrative Controls:

-clients will be screened when booking, confirming and arriving at appointments. All clients answering "yes" to any screening questions will be rescheduled.

-scheduling will be managed to allow for social distancing between clients and it is imperative that clients come at their exact appointment time, not early.

-we ask that clients attend their appointment either alone or with only one caregiver or family member.

-hand sanitizers are available for people to use when they enter and exit the clinic.

-we invite people to bring their own masks (cloth or disposable of any level). If clients do not have one, a disposable mask will be provided to them, if possible, and we ask that they put it on immediately.

-touchless tap payment is preferred. For amounts over \$100, which requires entry of a PIN, we will ensure that pay terminals are disinfected before and after use. We still accept cash and cheques and will provide an envelope for them.

-all high touch surfaces will be wiped with disinfectant routinely throughout each day, including door knobs, reception counter, POS machine, chairs and counter tops in the rooms and audiological equipment. Floors will be washed and disinfected daily.

-staff must promptly report any symptoms of illness to Carmen Belof or Georgia Pinkett. Any workers with flu-like illness will be required to stay home. If they develop flu-like symptoms at work, they will be required to leave the workplace and should only return when they have recovered and no longer exhibit symptoms. As per BCCDC guidelines, anyone who has symptoms of COVID-19, must self-isolate at home until testing is available and symptoms have resolved.

Delivery of Care:

-whenever possible, physical distancing will be maintained throughout the clinic.

-our waiting room will have limited access. If we are running late, you may stay in your car and we will let you know when it is safe to enter.

-during treatment, when physical distancing is not possible, our Audiologists will take universal precautions including wearing gloves, a medical mask and glasses or a shield.

-hand hygiene will be implemented by the staff between each client and sanitization bottles have been placed in each room.