



Working to Keep You Safe During the COVID-19 Pandemic

Given the increasing cases of COVID-19 in our region, and the escalating alert category the region is in, we wanted to review what we are doing to keep you safe.

Mandatory Mask Policy

- Both clients and care providers are expected to wear a mask throughout the face to face portion of an appointment. If you forgot your mask, we will provide you with a reusable one to borrow or a disposable one to keep.

Frequent Hand Washing

- Hand sanitizer is provided upon entry to the clinic, and clients are asked to make use of it. Midwives will use hand sanitizer regularly in appointments, and in general will follow good hand hygiene practices

Minimizing Face to Face Contact

- Change is hard, but we are doing our best to keep everyone safe. To that end, we are doing the majority of clinical visits over the phone, and reducing the amount of time everyone spends face to face. Clinic rooms are organized to promote social distancing, and effort is made to space clients coming into and leaving the clinic so they interact with as few other clients as possible. We also ask that no partners, children or support people other than translators attend the in-person portion of your appointment. We look forward to welcoming everyone back into the clinic once it becomes safe to do so.

Increased Cleaning Measures

- Where possible, single use equipment is used and discarded
- When the same equipment is used for multiple clients, it is cleaned thoroughly with a disinfectant wipe in between uses
- Clinic rooms and the bathroom are cleaned with disinfectant wipes between clients, paying particular attention to high-touch and high-contact surfaces

Routine COVID-19 Screening

- Prior to every appointment, clients are called and screened by our administrator. Please ask us if you would like a copy. Anyone who fails the screening either has the in-person portion of their appointment rescheduled, OR, if an in-person visit is clinically necessary, will be seen using full PPE in our isolation room. This reduces contact for both the midwives and any other clients present in the clinic

Staff and Midwife Screening

- Midwives and in-clinic staff are required to self-evaluate daily for symptoms of COVID-19 and inform the partners of any symptoms or high-risk exposures. We have a back-up call system in place to reduce exposures to our clients.