



# COVID-19 Protocols

## Transportation Services Protocols

- Must wait outside the location

## Translator, Videographer, Medical Nominee Protocols

### Day of Assessment

- Upon arrival at the assessment center they will contact reception via video intercom to receive instructions for accessing their personal PPE pack including a mask, gloves and shoe covers. They will put on all PPE prior to being admitted to the office.
- Once all PPE is on, they will be admitted to the Nurse Screening area where the in person screening will take place including the screening questions and a temperature check.
- Temperature check and in person screening questionnaire will be completed. If the examinee identifies that they will not comply with this, advise them that the assessment is being cancelled and we will advise the client.
- Once Nurse screening is completed and passed, the examinee will be directed to the socially distanced waiting room to complete the consent or other paperwork and wait to start their assessment.
- Advise individual(s) to maintain physical distancing where possible and limit movement and interactions while in assessment center to those absolutely necessary
- After assessment is completed the translator will assist examinee with completion of satisfaction survey.
- Translator, Medical Nominee will accompany examinee to reception area
- Immediately exit the office, no waiting in the waiting room
- Dispose of mask and additional PPE in designated container
- Sanitize hands again

## Couriers & Deliveries Protocols

- Contact reception via video intercom to receive instructions
- Leave deliveries outside the door
- If signature required, must put off PPE prior to staff opening the door to sign
- Dispose of PPE in designated receptacle
- Exit building