



COVID-19 Notice

Here at Pacific Centre Family Services Association the health and safety of our clients and staff is of the highest priority. In response to the World Health Organization's recent declaration of COVID 19 now being a pandemic, we would like to assure the public that we are implementing procedures to ensure everyone's safety.

While this crisis is occurring, we understand that it is important for our clients to still be able to access mental health services. However, to avoid the spread of this illness, we ask that clients and visitors to our centre stay home if they feel unwell, have potentially been exposed, or have travelled anywhere outside the country.

If you or your counsellor are not able to make it in for an appointment, or if the Centre itself must close in order to comply with Public Health regulations, we offer the following alternatives:

- 1. Utilizing telephone or email to meet with your counsellor remotely*
- 2. Rescheduling your appointment to a later date*

If you do arrive at the Centre and find it closed, please call our reception line at 250-478-8357 and leave a message with your contact information and, if possible, the name of the counsellor you were due to meet with. These messages will be checked remotely, and the information will be passed on via email to the appropriate contact.

For more information, please follow updates from Island Health and the British Columbia Ministry of Health.

<https://www.islandhealth.ca/health-alerts/health-alerts/novel-coronavirus-covid-19>

<https://news.gov.bc.ca/>

Thank you for your patience and understanding!!