

CDHNS Office Reopening Plan

Throughout this pandemic, the CDHNS has continued to provide essential services remotely. As of August 6, 2020, the CDHNS will be reopening our office doors to the public. Things will look a bit different since we were last open. Here is how we are ensuring that we are keeping you and our staff safe. ***We thank you for following our protocols.***

Our front entry space is small, as is the common hallway outside our office. To minimize congregation in these areas, we are instituting the following:

- When possible, business will be transacted virtually e.g., new registrant interviews.
- *Member of the Public limits* are in place that are consistent with our office and building size.

In addition to staff members:

- **1 person will be allowed in-office** to drop off items unless it is necessary that a second person from the same household is in attendance, e.g., parent and child.
- **2 people will be allowed in the office** —one to drop off items, etc., plus one additional person *if* they have a scheduled meeting with other staff since that person will be in one of the other rooms.

Please follow these steps *prior* to arriving at the CDHNS office:

1. Schedule an appointment before arriving (email info@cdhns.ca to schedule a time). **This is required even if you only plan to drop off documents for your application or renewal.**
2. When booking, you will be screened for [COVID-19 signs, symptoms and risk factors](#). If there are any concerns, you will be asked to schedule at a later date, *or* we will make alternate arrangements e.g., virtual meeting.
3. You will be asked to bring a non-medical mask for your use while in the CDHNS office.

Accessing our office:

1. **Call** our office upon arrival – 902-444-7241. (***Please do not text. This is a landline.***)
2. **Do not congregate in the hallway.** This is a common, shared hallway with other businesses. **Please show respect for all businesses and remain in your vehicle or outside of the building (open area) so that you can maintain a 6-foot distance from other individuals.**
3. You will be asked again about the [COVID-19 signs, symptoms and risk factors](#). They will also be posted on the door. *If you have any new or worsening signs, symptoms, or any risk factors, please inform the office when you call. We will discuss options.*
4. The front door will be locked.
5. Please knock to gain entry.
6. Put on your non-medical mask¹ **prior** to entering the office.
 - Masks will be available at the front desk if you did not bring one. They are to be donned upon entry, after performing hand hygiene. A hand hygiene station is located at the front desk for your use.
7. Provide your name and contact information, for future contact, if necessary.
8. If you are required to wait upon entry, you will be directed to an appropriate location.

¹ **Masking exemption:** As per NS gov't – individuals under 2 years of age; those 2-4 years, if necessary; and those with conditions who cannot wear masks, are exempt. *Please inform us when scheduling if any of these conditions apply to you.*