

Accessing the CDHNS Office

Throughout this pandemic, the CDHNS has continued to provide essential services, remotely. On August 6, 2020, the CDHNS reopened its office doors to the public. We updated our policies once again in July 2023. 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.
- *Number 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. If you are ill, you will be asked to schedule at a later date, *or* we will make alternate arrangements e.g., virtual meeting.

Accessing our office:

1. **Do not congregate in the hallway.** This is a common, shared hallway with other businesses. *If we cannot welcome you into the office when you arrive, please show respect for all businesses and remain in an area that will allow you to maintain a 6-foot distance from other individuals until we are ready e.g., the larger open area in the front of the building.*
2. The front door will be locked.
3. Please knock to gain entry.
4. **You are encouraged to wear a mask.** If you choose to wear a mask, please:
 - put on your mask **prior** to entering the office.
 - ask us for a mask if you've forgotten yours and you wish to wear one. Masks will be available at the front desk. Please put it on after performing hand hygiene. A hand hygiene station is located at the front desk for your use.
5. If you are required to wait upon entry, you will be directed to an appropriate location within our office.