

Welcome Back! We missed you!

In accordance with provincial guidelines for the gradual resumption of in-person care, we've made some important changes at our clinic that will help with continued efforts to control the spread of Covid-19 and provide a safe environment for both our patients and staff.

While it might seem a little different than it used to be, we want to make sure that you know that our wonderful staff is here to ensure that you still have a great experience!

We've made some changes including:

- ☑ Making sure all visitors wear masks while in the clinic
- ☑ Mandatory hand-sanitizing upon entry for everyone
- ☑ Spacing out appointments to promote physical distancing
- ☑ Plexiglass barrier at the front desk reception area
- ☑ Receiving patients directly to a treatment room rather than the waiting room
- ☑ Thoroughly screening all patients and staff for Covid-19 prior to entering the clinic

Promotion of Physical Distancing

We've reduced the number of patients we see each day by spacing out appointments. This has been done in order to reduce the total number of people in the clinic at a given time and to allow for us to carry out some of our enhanced cleaning and disinfecting protocols between patients.

We'll be asking you not to arrive early and will call you into the clinic at your appointment time, receiving you directly to a treatment room rather than the waiting room after being screened.

For this reason, we've eliminated most of the chairs in our reception area as well as non-essential items like magazines, toys or newspapers.

Only patients and their essential visitors such as a guardian or support person will be permitted to attend treatment sessions.

Screening Patients, Visitors and Staff for Illness and Travel History

All patients and visitors will be screened upon entry to our clinic and will not be permitted to proceed further if they do not pass a screening questionnaire for Covid-19.

We will also be pre-screening on the phone prior to appointments for any symptoms or a travel history of concern.

Likewise, we will require all of our staff to complete screening prior to each shift and require that they stay home for the recommended period of time should they not pass their screening.

Enhanced Infection Control Procedures

Alongside our usual routines that include strict hand washing/sanitizing, cleaning and disinfecting of treatment beds and any equipment that comes into contact with patients after every use, we'll also be carrying out enhanced disinfection of horizontal surfaces in each treatment area after every patient visit as well as other surfaces in the clinic periodically during the day. We'll be making sure to disinfect anything and everything possible from door handles to light switches.

We'll be using disinfectants at the clinic that are on Health Canada's list as being shown to be effective against Covid-19.

Anyone entering the clinic will be required to sanitize their hands upon entry at our hand sanitizing station and we're asking for all patients and visitors to wear a face mask or cover while on premises, which may include your own personal cloth face mask. We can provide a disposable face mask at cost (approx \$1.50)

Our health professionals will be wearing appropriate personal protective equipment (PPE) such as surgical/procedure masks and eye protection while delivering care as well as when interacting with other staff when a 2-metre distance cannot be maintained.

Enhanced Infection Control Procedures (cont'd)

Our front desk staff will be interacting with you from behind a plexiglass barrier for their own safety and for yours.

At this time, we will be accepting cash payments but are promoting contactless payment such as tapping your debit or credit card.

If used, the keypad of the credit card terminal will be disinfected after each use.

Staff will not be sharing computers during a shift and these will be used only after hand washing/sanitizing and disinfected between shifts.

Likewise, all therapists will be designated specific treatment areas to minimize proximity to other staff during a shift.