



## INSTRUCTION ON HOW TO HAVE A SAFE VISIT AT THE CLINIC

As we re-open and start to use the clinic space again, we want to make sure risks to you and your families are minimized. Because of this, there will be some new procedures for us all to follow.

### Before your Visit

- 1. Make sure you have completed all questionnaires and screenings.** You will receive a pre-treatment COVID-19 screening questionnaire via email in your appointment reminder (if you do not have access to email, we will conduct this with you over the phone). This must be completed prior to your appointment for treatment to proceed.  
**Please note:** If you develop any symptoms before your appointment please contact the office and we will happily reschedule your appointment following the required 14-day period.
- 2. Don't forget to use your toilet at home prior to arriving.**
- 3. Wear loose, comfortable clothing for your treatment.**
- 4. Bring only what you need for your appointment.** No extra bags or clothing. No accompanying guests or individuals will be allowed into the clinic unless *completely necessary* (i.e. parent of a minor, medical or mobility assistant, language translator, etc.). The person accompanying you will also be screened, asked to provide their name and phone number for contact tracing purposes, and will be required to wear a mask.

### During your Visit

- 1. The clinic will be observing safe **physical distancing measures** of 2 metres (or 6 feet), as applicable, and strict **hand washing and cleaning protocols**.**
- 2. Wait in your car upon arrival to the clinic.** Due to increased screening and hygiene procedures it is imperative that you arrive 5-10 minutes early to your appointment. To maximize social distancing, please wait in your car until the time of your appointment. The usual waiting area is closed.
- 3. As you arrive, you must **wear a clean mask** (home-made or store bought).**



## COVID-19 NEW SAFETY PROCEDURES

JUNE 2020

4. **Come to the front door of the clinic at your specified appointment time.** We will do our best to be on-time and we ask the same of all our clients – we will not sacrifice the time required to thoroughly sanitize and clean between patients, as this is our top priority.
5. **You will be met at the front door by your therapist.** If you have an unexpected urgent issue, please call us on the Therapy line at 416-665-1600. Upon entering the clinic please clean your hands with the provided hand sanitizer gel. You will be brought into your treatment room.
6. In the treatment room, you will see that the table and pillow(s) may be bare. They are cleaned thoroughly between clients to minimize possible contamination outside the room. All pillows have been replaced with new vinyl pillows to allow for proper disinfecting and cleaning.
7. Clean towels and/or sheets will be used as an additional safety barrier during treatment for each client as needed or requested. The gym area and rehabilitation equipment will be temporarily closed.
8. Your therapist will be masked and may also be wearing a gown, gloves, and a face shield. This is for your protection as well as the therapist's. There will be hand sanitizer gel available for your hands again if you touched anything on your way in.
9. In the treatment room you will be asked a series of questions regarding your present health and a **COVID-19 health screening questionnaire.**
10. If you are deemed healthy and present with a **NEGATIVE** COVID-19 screen, your treatment will progress as usual. If you present with a **POSITIVE** COVID-19 screen, your therapist will guide you with further instructions and your treatment may not progress.
11. As part of your treatment, if you require interferential current (IFC) therapy, you will be required to purchase your own set of personal electrodes from the clinic. You will be responsible to safely store your electrodes and bring them with you to your appointments.
12. Following your treatment, you will be given a follow up appointment time that is agreed upon with you and your therapist. Please use the hand sanitizer gel again and go immediately to the exit. **The therapy desk, treatment room, washroom doorknobs, handles, light switches will be disinfected after each client has left.**



13. In the 30 minutes between clients, the treatment room, table, and pillow(s) will be thoroughly cleaned and disinfected, as well as any items or surfaces you may have touched. This time allows you to be out of the clinic ASAP and limits any potential of crossing paths with the next client.

## **PAYMENT**

Payment will be processed at the Doctor's Office front desk and you will receive a paper receipt.

### **Contactless Cash-Out**

Payments via credit card or debit card are preferred to minimize additional surface contact.

If paying by card is not possible for you, don't worry, cheque or cash will be accepted. Please have it ready and in an envelope when you arrive.

***We thank everyone for your understanding and cooperation.***

***Our top priority is the health and safety of our clients, therapists, and staff.***