

COVID-19 APPOINTMENT PROTOCOL

We will be open for in-person care for appropriate patients by appointment only starting on June 1, 2020. There have been a number of changes made to our appointment protocol that must be followed with each visit to ensure client, staff, and community safety.

Please review the following steps to be taken before, during, and after each in-person appointment. We appreciate your cooperation with these new policies to help our team promote health and safety for all!

BEFORE YOUR APPOINTMENT

NEW FORMS TO SIGN

On the day of your appointment, we will require you to complete an online 'Client Screening Questionnaire' which will be emailed to you 4 hours before your appointment. This form ensures you are an appropriate candidate for in-person care and are comfortable with the risks associated with an in-person appointment. You will not be able to enter the facility until this form is completed (if you cannot access this form please call us ahead of your visit). Please note that you will need to repeat this form before each in-person visit to the clinic. If you do not see this form in your inbox the day of your appointment, please check your junk folder and then contact our clinic if it is still missing.

PERSONAL ITEMS

Please leave all personal items (including jackets, water bottles and bags) in your vehicle.

OTHERS IN YOUR APPOINTMENT

No one will be allowed to accompany you to your appointment unless you are under the age of 16 and require a parent/guardian OR you would typically have an assistant with you for safety or mobility concerns. If someone will be accompanying you to your

appointment, please let our administrative team know in advance so that we can ensure additional forms are completed by these individuals.

MASKS

All clients who enter our clinic space are required to be wearing a mask. You may wear your own mask, which can be either cloth or paper. If you do not have a mask, you may purchase one upon your arrival for \$1 (for charity). When you enter the clinic, please ensure that your mask is on. If you are purchasing one from us, please indicate this to the receptionist when you call us from the parking lot. Your physiotherapist will also be wearing a mask.

ARRIVAL AT THE CLINIC

WAIT IN YOUR CAR

All patients are to arrive 5-10 minutes prior to appointment time. Please wait inside your vehicle and call us when you arrive. The receptionist will ask you some COVID-19 screening questions by telephone and then instruct you to come inside.

MASKS

All clients who enter our clinic space are required to be wearing a mask. When you enter the clinic, please ensure that your mask is on. If you are purchasing one from us, please indicate this to the receptionist when you call us from the parking lot.

HAND SANITIZING/HAND WASHING

Upon entering the clinic, you will be directed to either wash hands or use hand sanitizer rub for 20 seconds prior to seeing your therapist.

LIABILITY WAIVER

We will ask you to sign a new liability waiver to for your chart at your first visit- we can email you the form if you prefer.

WAITING ROOM

To ensure proper physical distancing of at least 2m we will not be utilizing a waiting room. You will be directed straight to your treatment area. Please avoid touching any surfaces while you are waiting for your therapist.

DURING YOUR APPOINTMENT

The appointment itself will take place fully in the physiotherapist's treatment room. All equipment is thoroughly sanitized after each client's use.

WASHROOMS

Please note that washrooms will be available for handwashing and emergencies only. We encourage you to please use the washroom at home prior to leaving for your appointment.

AFTER YOUR APPOINTMENT

PAYMENT

Following treatment, the front desk will book your next appointment and take payment. We encourage you to register for contactless payments through your Jane account or use the tap feature of your credit/debit card. You may also book your next appointment online from your Jane account or call our office. Receipts will all be emailed unless requested otherwise.

EXIT

When you proceed to the exit, please sanitize your hands once more on the way out. Be sure to also sanitize your hands after removing your mask.

We are taking the following steps at the clinic:

Daily Symptom Screening for all Staff

Our staff will all be screened for COVID-19 symptoms each day that they attend the clinic.

Frequent hand washing/sanitizing

There is hand sanitizer in reception and every treatment room. Your therapist will frequently either wash, or sanitize their hands each time they put on, or take off their gloves or mask. Posters outlining proper 20-30 second hand washing/hand sanitizing procedures are clearly visible.

Physical distancing

Sneeze guards have been added to our front desk area and chairs have been removed from our waiting room.

Personal Protective Equipment

Since in-person physiotherapy treatment does not allow for 2m physical distancing, your physiotherapist will be wearing a mask for the duration of your appointment. Depending on the situation you may also see your physiotherapist wearing the appropriate PPE.

Not touching our faces

We will also encourage you to not touch your face – this is a tough one, so we ask that you feel free to do the same for us!

Cleaning Protocols

Treatment Room Cleaning

Between each patient the treatment room will be cleaned as follows:

1. All table and pillow coverings used during your session will be replaced with clean ones.
2. Table, bolster, stool top, and all treatment equipment used will be wiped with a medical grade disinfectant/cleaner.
3. Hard surfaces, countertop, door handles, light switches, etc. will be cleaned/disinfected using medical grade wipes.
4. If the washroom is used, it will be wiped down entirely.

Reception Cleaning

All tables, hard surfaces, sneeze guards, door handles, anything touched will be cleaned at least 2 times per day and during shift change. The credit/debit terminal buttons will be cleaned after every use.

Thank you for your
cooperation!