

COVID - 19 banner PDF for website And email sent June 2, 2020

Hello Physioactive Clients,

At last the wait is over. We have finally been given permission to start providing in-clinic care to our valued clients. The Ministry of Health has outlined a number of regulations for health facilities to follow. In order to accommodate the physical distancing measures and minimize patient crossover, we will be operating under a different schedule for the next few months.

What will we be doing differently?

- We are paperless! For the health and safety of our valued clients and staff members we will not be giving out paper invoices or intake forms; we will be using our Client portal and email instead.
- We no longer have a waiting room. You will arrive 5 minutes before your appointment and a clean room will be ready for you.
- Reception staff will be sitting behind plexiglass barriers, wearing a medical grade mask.
- Our therapist's days and treatment times have changed to minimize the amount of people in the clinic at one time.
- We have extended our hours of operation to better serve our clients and allow us to space out appointments.
- Each therapist's treatment zone consists of 2 rooms. This allows for a full 30 minutes for the room to be empty and undergo our enhanced cleaning procedures.
- Rooms are cleaned immediately after patient use and are marked "clean".
- Both client and therapist will wear a mask for the duration of the appointment.
- Staff are required to follow hand washing protocols set by the Ontario Ministry of Health.
- We have all protective equipment available in large quantities. We realize we are in close contact with many of our patients during appointments. Although only masks are mandatory, we also have other protective equipment available such as aprons, gloves and face shields to provide an extra layer of protection for both clients and the staff if needed. If you would like your therapist to wear extra protection please do not hesitate to let us know.
- There will be frequent cleaning of high contact areas (Bathrooms, door handles, reception desk, lightswitches) following public health guidelines.

Your responsibilities as a client are as follows:

- You will be required to fill out a pre-appointment COVID 19 screening questionnaire (This is mandatory from the Ministry of Health).
- We cannot allow you to enter our facility if you have not filled this out before each appointment, and if any of your answers are YES.

- The questionnaire is automatically generated by our appointment scheduling system 24 hours before your appointment and sent to you via email. When complete, it becomes part of your health record. We will ask you the questions again when you arrive at the clinic.
- Our Staff are completing the same questionnaire each day before they come to work.
- We are encouraging clients to bring their own mask to their appointment to help conserve our supply.
- Arrival time: Please arrive 5 minutes prior to the start of your appointment, in order to reduce patient crossover and time in the waiting area. Please do not be late for your scheduled appointment; this will be very difficult to accommodate under these NEW physical distancing guidelines that have been mandated for us to follow.
- Caregivers/family/friends: We are encouraging clients to attend their physiotherapy appointments alone, as this will reduce the number of individuals in the clinic at one time, help reduce possible exposures for all, and help maintain physical and social distancing regulations. Anyone who is attending with you, is encouraged to wait in the car, or outside the clinic when able. Exceptions will be made for minors with their parents and those with disabilities needing assistance.
- Upon entering and exiting, our Automatic Door should be activated by using your elbow, to avoid contact with your hands. Please wear your mask when you enter the clinic. We will ask you to wash your hands in the bathroom by the reception area, upon entry to the clinic. We encourage you to watch these very short videos on proper hand washing tips.

[How to Hand Rub: https://youtu.be/sDUJ4CAYhpA](https://youtu.be/sDUJ4CAYhpA)

[How to Hand Wash: https://youtu.be/o9hjmques72l](https://youtu.be/o9hjmques72l)

We will be in the clinic 6 days a week answering phone calls for booking appointments over the next two weeks. We are going to limit booking to one month at a time. We promise we will get back to you ASAP and get you scheduled for at least one appointment. We appreciate your understanding and patience.

As things improve we will be changing our schedule to accommodate seeing more people in the coming months. We are focusing on performing the required treatments that need to be done in the clinic. The Ministry of Health, our regulatory colleges, and our staff continue to recommend virtual visits when possible to minimize unnecessary contact. We will still be offering virtual care for new assessments, exercise progressions, and for clients not comfortable with coming to the clinic at this time. Our clients are loving the convenience and time saving benefits of our video calls.

Some of you have appointments that were booked in advance. We will be reaching out to you individually as some of those appointments may have to be changed based on the new schedules. We apologize in advance for any inconvenience this may create.

With adhering to careful precautions and maintaining proper physical spacing in the clinic we are confident we can provide a safe environment for you to receive your care. We look forward to helping our clients and community to get back to life in a healthy, pain free way. If you have any questions or concerns please don't hesitate to let us know.

Some of our therapists have been treating urgent conditions throughout this pandemic so we have had many weeks to practice our protocols and deliver our trusted care in a safe and effective therapy.