



We have made lots of changes - please read this entire letter!

WELCOME BACK! WE ARE SO HAPPY TO BE OPEN AGAIN!

We have implemented lots of different arrival, waiting, treatment, billing, and cleaning/disinfecting procedures to ensure everyone's safety when you come in for your appointment. The new protocols we have put into place are in accordance with the College of Physiotherapists of Ontario and the Ministry of Public Health. All new guidelines are there to keep everyone safe! All staff will be screened daily for your safety.

Arrival

- 1) A **MANDATORY** requirement of our regulatory College is that everyone must be asked COVID-19 specific screening questions **ON THE DAY OF** your appointment. You will be asked to read the screening questionnaire posted on the front door of the clinic before **EVERY** session. If you answer **NO** to all questions, please put on your mask and enter the clinic. If you answer **YES** to any of the questions, please call the clinic prior to entering (519-787-2714).
- 2) It is now **REQUIRED** that you wear a mask (or a face covering) in the clinic. Please put on your mask **BEFORE** coming into the clinic. Upon entering the clinic, please follow the signs/arrows to the hand sanitizing station and clean your hands.
- 3) If you have not already emailed us your signed "Welcome Letter" please read and sign it at the sanitization station **AFTER** you have sanitized your hands.
- 4) Please arrive 5 minutes ahead of your scheduled treatment time, this allows time for any unforeseen circumstances and to help with the flow of people entering and exiting the clinic.
- 5) If there is someone ahead of you, please practice proper social distancing and wait before entering the clinic.
- 6) Please **DO NOT** bring anyone into your appointment with you. The only exceptions are if the individual being treated is a minor or the person receiving treatment needs help getting into/out of the clinic.

- 7) Please leave your personal items in your vehicle or at home. You may bring in keys, cell phone, and a payment method.
- 8) Your therapist will come and get you from the reception area. Please **DO NOT** go into the gym or clinic, but rather wait for your physio!

Booking and billing

- 1) Please recognize that this is a **VERY** busy time for our receptionists as they have to perform a lot of their duties on the phone or computer. If you have a billing inquiry please **EMAIL OR CALL THE CLINIC** to have your questions answered, we will be happy to help!
- 2) Please **DO NOT** go behind the glass barrier at reception! For health and safety, please wait in the designated spots in the waiting area.
- 3) Please stop and complete your payment with reception. We now offer TAP for all debit and credit card transactions!

Physical distancing

- 1) Please abide by the physical distancing rule of keeping 2 meters apart when you are in the clinic. We are doing everything we can to make sure there is a minimal number of patients in the clinic at all times.
- 2) You do **NOT** have to be 2 meters from your therapist!! As long as you have been screened, have sanitized your hands and have a mask on, you are safe to receive treatment!

Washrooms

We would respectfully ask that you do not use the washroom at this time. Please make sure you have used the washroom at home before you arrive for your appointment. The washroom will be available for **emergency use only**. These measures will help to keep you safe, while keeping cleaning/disinfecting down to a minimum – thank you!

Thank you for following the guidelines. We look forward to seeing you soon!

The team at Grand River Physiotherapy