



We are excited to announce that we will be reopening on June 3, 2020. We have made some changes to how the clinic will operate in order to protect our staff and patients. This e-mail will outline how we plan to operate so that when you arrive you will understand our procedures and this will hopefully make things run a little smoother.

All scheduled patients will be screened using a questionnaire from ministry of health for COVID-19 symptoms over the phone and again on arrival at the clinic. If positive the client will be asked not to come to the clinic and we can offer tele health appointment if possible.

Within the clinic we will have signs posted on entrances educating about the signs and symptoms of COVID-19. Patients will be asked to review information upon arrival and confirm that they do not have any symptoms before being treated. We will provide information on how people can protect themselves and direct them to one of our hand sanitization stations.

Patients will be required to wear a mask while in the clinic. If you have one please bring it with you. If you require one we will have masks available for purchase at the clinic. All treating practitioners will be wearing a mask and our reception staff have a protective barrier to keep them safe. We have reviewed hygiene protocols with staff and we will ensure that it is strictly followed.

We ask that you arrive **5 minutes prior** to your scheduled appointment and complete transactions with the reception staff prior to your treatment. Please do not enter the clinic earlier than 5 minutes prior to your appointment so that we can maintain proper physical distancing within our waiting area's. After completing tasks at the front desk you will be taken into a treatment room that has been cleaned according to our hygiene protocol. **Unless you need help to safely enter the clinic please come into the clinic alone.**

We will be booking appointments in order to allow proper cleaning between patients and to maintain proper social distancing rules. We will not be using the gym area and exercises will be reviewed in treatment rooms. This will help us to minimize interactions between patients and to ensure we can control what needs to be cleaned between patients.

Thanks for your patience as we make the necessary changes to ensure everyone's safety as we resume patient care.

Sincerely,

The Staff at Freeflo Physiotherapy