

Please review the following modifications we have implemented at our Tweed and Madoc clinics to ensure the protection of our clients, staff, and community.

We appreciate your understanding and cooperation.

SCREENING

- A screening questionnaire will be included in your emailed appointment reminder the day prior to each of your scheduled visits. You need to reply, indicating your status, before you will be allowed to attend your visit.
- If you do not have email, we will contact you by phone prior to your appointment to go through the screening questions.

MASKS

- Please wear a mask if you have one. A bandana or scarf are also acceptable. If you do not own a mask, we do have some non-medical masks you can use.
 - Massage clients **must** wear a mask. If for some reason you cannot do this, please contact your massage therapist prior to your appointment so that she can discuss how to best accommodate your needs.

YOUR APPOINTMENT

- We are now operating on a much tighter schedule and ask that you please arrive on time for your appointment.
- If possible, please come alone to reduce the number of people in the clinic. If you need a ride, your ride will not be able to wait for you in the clinic.

Exceptions

- If you require assistance entering the clinic safely, the person helping you may accompany you into the clinic but will not be permitted to wait for you inside.
- If the patient is under the age of 16 and needs adult accompaniment, a chair will be placed within the patient's "pod" area for the adult for the duration of the visit.
- Please keep the number of items you bring into the clinic to a minimum. We ask that you leave water bottles, bags etc., in your vehicle.
- Please arrive in the clothing you need for your appointment (i.e. shorts or tank top), or wear under your outer clothing.

HAND SANITIZING

- We ask everyone to sanitize their hands prior to entering the clinic and again upon entering.
- A hand sanitizing station is set up at the front desk.

ARRIVAL AT THE CLINIC

- Upon arrival, please call or knock on the door or window so that we can ensure your space is ready for you and it is safe to enter.
- Every person entering the clinic (including non-patients) will be asked to fill out a card with their name, contact number and date. In the case we have a case of COVID-19, our public health will require this info for contact tracing.
- You will be directed to your designated treatment area, with safety parameters marked on the floor surrounding your area.

EQUIPMENT

- All equipment will be sanitized after every use
- You will need to purchase theraband or bring your own to the clinic as we can no longer share theraband because it cannot be cleaned.

EMBODIA

- Embodia is our portal for a medical level, secure zoom platform we are now using for virtual visits. There is a chance not all your visits will be in person. The therapist will determine what is appropriate for each individual client, but to reduce the risk of exposure, most patients will partake in a combination of in-person and virtual visits.

NEW PATIENTS

- To reduce the risk of exposure, we prefer to do the Initial Assessment in 2 parts:
 - 30-minute virtual visit for discussion and to provide education and advice
 - 30-minute in-person visit to complete the physical part of the assessment and treatment portion.
- We prefer to do both parts of the Assessment on the same day, if possible. If you work, or for some other reason cannot do both the same day, we can schedule them on different days with the virtual visit being schedule first.