



## COVID-19 CLINIC PROTOCOL

The safety of our patients, staff and community are of utmost importance to us. We have implemented several changes to our policies on the recommendation of our Provincial Health Officer, professional associations, regulatory bodies, and WorkSafeBC.

**We are happy to be welcoming you back to Bodyworx Physiotherapy. Here are some of the changes you will see on your next visit to the clinic:**

### **Health Screening:**

We are asking that clients do not come to their appointment if they are feeling unwell or if someone they have been in recent contact with, are unwell. We will be requiring you to complete a **Covid-19 Screening Questionnaire**. If you have not completed this online, we will be asking you to complete this upon entering the clinic (before your appointment begins).

Please note, staff are also asked these questions each day before starting their shift as part of their daily screening.

### **Masks:**

Our Staff will be wearing masks for your safety and we request you to wear a mask as well. We encourage you to bring your own mask (or a buff or bandana) that covers your nose and mouth. If you don't have one, you can obtain a disposable mask in the Bodyworx Reception area for \$2.

### **Hand Sanitizing:**

Once you enter the clinic, **you must stop at the hand sanitizing station and sanitize your hands.** Hand sanitizer will be available at any time during the treatment and as you are leaving the clinic.

## **Scheduling:**

Appointments will be spaced to allow the minimum of client interaction in clinic and staff will be on a staggered schedule to encourage physical distancing. Whether you arrive at the clinic by vehicle, bicycle or on foot, we ask that you **please wait outside of the clinic or in your vehicle until your scheduled appointment time**. Our Administration Team will come out to get you or call you when ready for you.

## **Personal Items:**

Please leave all non-essential personal items – including jackets, bags, phones, water bottles, etc in your vehicle or at home.

## **Clinic Traffic:**

There is one point of entry to the clinic (big wooden door) which will bring you to the main reception desk. A separate exit will be down the ramp just adjacent to the front hallway.

**Time of Arrival:** We ask that you **arrive punctually for your appointment** to avoid crowding the waiting room area.

If you have not been able to complete the COVID-19 Screening Questionnaire online, **please arrive 10 minutes** early so you can complete this in-clinic before your scheduled appointment time.

Please let the Reception Desk know of your arrival. When you have been checked in for your appointment, you will be shown to a private treatment room to wait for your practitioner.

Unless you require assistance, we request that you come into the clinic for your appointment without friends or family members.

## **Clinic Sanitizing:**

The Physiotherapists/Massage Therapist will be responsible for sanitizing treatment rooms and all equipment and high touch surfaces after each use.

The Reception staff will be responsible for cleaning reception area, including counter tops, door handles, chairs and washrooms on an hourly basis. The POS machine will be sanitized after each use. The phone and computer will be sanitized after each shift.

All magazines and unnecessary furnishings have been removed from the waiting room and treatment rooms.

### **Exercise Area / Pilates Studio:**

We are currently in the midst of a plan for the Pilates Studio Classes. At this time, physio exercises can be completed in the private treatment areas or under the guidance of a Physiotherapist / Physiotherapy Assistant in the Pilates Studio.

### **Washroom:**

We encourage you to use the washroom at home prior to your appointment. **We request that washroom use is limited to essential circumstances only.** As our washrooms require sanitization after each use, please advise administration staff if you have used the washroom.

### **Payment:**

We would appreciate if payment can be made by contactless credit/debit card if possible. Please inform the Reception Desk if you have special billing circumstances.

### **Exiting**

You will be asked to proceed toward the exit down the hallway toward the wheelchair ramp. The Receptionist will be making every effort to avoid overlapping foot traffic in this space.

Please sanitize your hands one more time on the way out. This is also the point at which paper masks may be disposed of in the waist bin near the exit. Always sanitize your hands once again **after** removing your mask.

### **Cancellations:**

Our cancellation policy is 24 hours notice. However, we will have leniency in our 24-hour cancellation policy towards illness related to potential COVID-19 symptoms.

***We thank you so very much for your consideration as we all adjust to these new safety precautions. We appreciate your support and look forward to seeing you for your visit!***