

Re: COVID-19 CLINIC OPERATION UPDATES (Updated: April 7th, 2021)

Dear Patients:

Our clinic is NOT affected by the Provincial Stay-At-Home order effective April 8th. As Essential Health Care Service Providers, our clinic will remain open for all services including Chiropractic, Acupuncture and Massage.

Since the beginning of this pandemic, we have implemented a number of precautionary measures to ensure the health and safety of patients and staff.

To prevent the spread of COVID-19, the Ministry of Health and the College of Chiropractors of Ontario have instructed healthcare facilities to screen patients before scheduling appointments and upon arrival at the office. Accordingly our staff will be asking you the standard screening questions at the time of booking.

Upon arrival at the office for each visit, please expect the following safety measures:

1. Only patients with appointments can enter the clinic. We CANNOT accept walk-ins.
2. All patients and visitors must wear mask in the common area. Once inside private treatment/exam room, masks can be removed should patients choose to.
NOTE: If you have a mask exemption due to medical reason, please let us know in advance so that we can schedule you accordingly.
3. Hands must be sanitized (a sanitization station has been set up at the clinic entrance).
4. If you are wearing gloves, please dispose of them or alternatively sanitize your gloves if you keep them on.
5. Proceed to the COVID-19 screening station and complete the questionnaire.
6. Get your temperature check by staff.
7. Maintain 2-metre distance between you and others in the office.
8. Please do not approach front desk staff from the sides where there are no protective shield.
9. If at any time you cough or sneeze into your hands, please sanitize them right after. Sanitizer is available in every treatment room.
10. Please come alone to your appointment. If you require a caregiver(s), please have them wait outside in the car or at maximum only 1 person in the office. Visitors must also follow the above safety measures.

In addition to the above patient procedures, the following office protocols are also in place:

- A. All practitioners and staff will be wearing masks and/or face shields.
- B. All practitioners and staff will undergo CV19 screening before each work shift.
- C. Spacing out appointments allowing for physical distancing.
- D. Practitioners will wash or sanitize their hands before and after each patient contact.
- E. Staff will be wiping down tables, modalities, and exam tools after each use.
- F. We have increased vigorous cleaning measures throughout the day.
- G. If need be, scheduling of special time blocks for immune-compromised patients.

Given the evolving response to COVID-19, our office procedures may change. We will be posting any changes on our website www.yourchiro.ca and Facebook page <https://www.facebook.com/DixieDundasChiropractic/>. Please reach out to any of our staff with any concerns or questions you may have either by phone or email. Thank you for entrusting us with your care. We are proud to serve you and look forward to seeing you soon.

Yours in service,

Dr. Andre Rodrigues & Dr. Thao Bui