



Dear Patients,

We hope you and your families have been keeping well and healthy. We have missed all of you and want to thank you for reaching out to us and checking in on us. We are all healthy and safe and looking forward to the coming weeks.

We are pleased to announce that our clinic will be opening to in-person therapy session as of Wednesday May 20, 2020 as part of BC's Phase 2 Restart Plan. We have received directive and guidance from our Regulators, Public Health Officials and Worksafe BC on specific protocols and PPE recommendations. As shared with the community through our social media channels, we have been working hard to ensure the health and safety of all our patients, staff and therapist, family and community.

## **NEW NORMAL. NEW CLINIC PROCEDURES.**

### **What to expect when you arrive for your in-person appointment?**

We have been working diligently to establish protocols to keep both our patients and therapist safe during this time and for the foreseeable future. The following protocols and guidelines have been established to ensure the highest level of infection control possible.

#### **Preparation:**

- Our staff will be calling and emailing our patients to re-book. We will start by re-booking our patients we cancelled from mid-March and patients that have been continuing therapy through Telehealth.
- Before you arrive for your appointment we ask that you complete the BC COVID – 19 Self Assessment Tool. This is available online at <https://bc.thrive.health/> or through the App Store under the title "BC COVID – 19 Support". If you answer YES to any of the questions please call the clinic to reschedule your appointment and follow the provided BC COVID – 19 Support recommendations. *This is extremely important for the safety and protection of our patients, therapists, families and community.*



- We are strongly recommending that patients **bring a mask** to wear throughout your appointment. Proper mask usage requires clean and sanitized hands prior to putting the mask on. Please plan to have your mask on prior to entering the clinic. Homemade cloth masks are acceptable.
- **ONLY** scheduled patients are permitted to enter the clinic. If you were driven to the clinic, please ask your family/friend to wait for you in the car or outside the clinic.
- The waiting room is closed. Please plan to **wait outside the front door** for a staff member to bring you in for your appointment time. We strongly recommend that you practice physical distancing when outside the clinic doors. **Please arrive no earlier than 5 minutes prior** to your scheduled appointment.
- We ask that appointments to be made online, email or over the phone. ONLINE at <https://activesolutionshealth.janeapp.com>, EMAIL [activesolutionsladysmith@gmail.com](mailto:activesolutionsladysmith@gmail.com), PHONE 250-924-4444 (First Ave) or 250-924-4025 (FJCC)
- Please enter your credit card details into your Jane Online Account. We will only **be accepting credit cards, debit and e-transfers** at this time. Set up your online profile with Jane App (our booking and billing software) by clicking on <https://activesolutionshealth.janeapp.com>. The Jane Online Account system uses the **highest certification of payment security**.
- Please note we will not be charging cancellation fees for anyone unable to make their appointment due to feeling unwell.
- Wear comfortable clothing as you will NOT be changing into a gown/shorts.

### Arrival to the Clinic

- **Please arrive on time** for your appointment OR **up to 5 minutes prior to your scheduled appointment time**. If you arrive earlier than this then we ask that you wait in your vehicle until 5 minutes prior to your scheduled appointment.
- Please wear a **MASK** if you have one
- Screening question and other precautionary screens MAY take place
- Avoid touching the doorknobs as best as possible
- Please do not bring food or drinks into the clinic



- Upon arrival of your appointment, if we notice any flu like symptoms or through conversation or realize that you have possibly engaged with friends/family who may have been exposed to COVID- 19, we will respectfully ask you to reschedule the appointment. Telehealth is an alternative method of treatment of patients this situation.

### **What to Expect**

- Your therapist will be wearing appropriate PPE such as masks.
- You WILL NOT be changing into a gown or shorts. Please wear appropriate and comfortable clothing.
- Barriers have been installed at our front desk. We ask that you do not lean on them.
- Appointments are being staggered to allow for infection control of the treatment rooms between each patient and to decrease the flow of traffic in and out of the clinic.
- All treatment rooms will be sanitized thoroughly between patients, as well as the common areas.
- You will be directed by staff to a hand sanitizer station upon entry. It is recommended to apply a coin sized amount of sanitizer into the palm of your hand rub the sanitizer to your entire hand for 20 seconds.
- Staff will escort you to your treatment room.
- All children toys and magazines have been put away.

### **After your appointment:**

- To ensure physical distancing and reduce exposure to our staff and therapist, your therapist may schedule your next appointment right after your treatment, or you will be called by our administrative staff after your appointment to reschedule. Again, you can email us at [activesolutionsladysmith@gmail.com](mailto:activesolutionsladysmith@gmail.com) or book online through <https://activesolutionshealth.janeapp.com> as alternatives.
- We will bill your credit card through our booking/billing system.
- We will direct bill to your insurance company.
- Payment is due on date of service.
- Receipts and other documentation will now be emailed



- Please **EXIT** through the designated patio door. We have designated marked signs to assist you with the new exit procedures.

### **Physical Distancing**

Please be mindful to keep 2M distance while waiting outside the clinic. We ask that you limit your time in the main lobby area after your appointment. Stand on the floor markers and proceed to the front desk when asked by our administrative staff. We are aiming to stagger appointments to avoid congregation in the main lobby following your appointment.

Your therapist will lead you into the treatment room prior to your appointment and out to the main lobby following your appointment. This is to ensure that physical distancing measures are followed in our hallway area.

### **Sanitization**

Sanitization time between each treatment has been scheduled and we are using hospital grade disinfectants to sanitize all high touch points, tables, light switches, door handles etc. **Enhanced sanitization** will occur between appointments.

### **Product Purchase**

If you would like to purchase any of our products, please email or call the clinic the day before your appointment and we will aim to have it ready for your appointment date. Alternately, We are offering contactless drop off in the Ladysmith region.

These protocols are in place to ensure the health and safety of you, your loved ones, our staff, our practitioners, their families and our communities. We thank you for your patience and understanding. We look forward to seeing you soon!

Yours in health,

Active Solutions Health + Sport