

NEW NORMAL. NEW POLICIES.

We are pleased to announce that we are opening to in-person therapy sessions as of 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 recommendations. We have been working hard to ensure the health and safety of all our patients, staff, therapists, family and community. Please take the time to review this document prior to your next visit.

WHAT TO EXPECT AT YOUR NEXT VISIT:

- 1** Before you arrive we ask that you complete the BC COVID - 19 Self Assessment. Online at <https://bc.thrive.health/> or through the app "BC COVID - 19 Support". **Please follow the assessment recommendations, this is extremely important.**
- 2** Please wear a mask during your time at the clinic if you have one. Proper mask usage requires clean and sanitized hands prior to donning the mask. Wear comfortable clothes as you will not be changing into a gown or shorts in the clinic.
- 3** Please plan to wait outside the clinic doors until a staff member brings you in for your appointment time. Practice physical distancing (2 meter separation) when outside the clinic doors.
- 4** Please plan to have no family members or guests with you inside the clinic setting. Unfortunately family members and guests must wait outside the clinic.
- 5** You can voluntarily check-in for your appointment upon arrival by calling the clinic. First Avenue 250-924-4444; Frank Jameson 250-924-4025.
- 6** You will be directed by staff to a hand sanitizer station upon entry. Staff will escort you to your treatment room following this procedure.
- 7** For infection control reasons we are NOT taking any walk in patients at the moment. If you any wanting to pick up product please call us to arrange pick up.
- 8** Appointments to be made via ONLINE: activesolutionshealth.janeapp.com, EMAIL: activesolutionsladysmith@gmail.com, PHONE 250-924-4444 or 250-924-4025.
- 9** We have a designated marked exit door different from our entrance door for leaving the clinic (First Avenue).
- 10** We strongly recommend that a credit card be kept on your file to keep contact and discussion with front desk staff to a minimum. Our online system has the highest certification of payment security. Receipts and other documentation will now be emailed at the end of session.

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

Yours in health, Active Solutions Health + Sport