

ROSEMARY HEIGHTS CLINIC COVID PROCEDURES

To keep our patients and staff safe, we are using the following safety measures.

Arrival Procedures

- Patients will complete COVID-19 self-assessment questionnaires prior to their appointments.
- Patients will arrive on their appointment times no sooner than 5 minutes, stay outside the building and text the office number to announce their arrival
- They will be contacted by phone or text to instruct them when they may come into the office
- Upon arrival to the office, please proceed to our hand-santizing station on your immediate right and clean your hands with the provided sanitizer
- They will be instructed to pay for their appointment before treatment. Please to use our contactless point-of-sale terminal for all transactions
- Receipts be emailed to our patients rather than printed unless specifically requested by the patient
- The therapist will bring the patient to the treatment room and review the COVID screening document prior to treatment
- The therapist will treat the patient and re-schedule their next appointment while the patient is in the treatment room

Cleaning

- Please note that our entire office is being cleaned and disinfected before and after each patient encounter
- We are using a broad spectrum non-alcohol disinfectant spray that is being applied to all surfaces
- These surfaces include: doorknobs, counter tops, seats, treatment tables, clipboards, pens, washroom keys, and other

potential surface a patient (or staff) may touch

Other Measures

- We are limiting the number of patients being seen to allow ourselves time to clean and disinfect between appointments
- We are staggering appointment times for therapists to reduce contact between patients
- We have removed all non-essential items in the office to reduce chance of contamination (books, magazines, toys, etc)
- We recommend that our patients arrive to their appointments alone unless absolutely necessary
- We are using appropriate PPE (masks, scrubs, face shields, and gloves) as necessary
- We are updating ourselves on new regulations as they become available and adjusting our procedures as required