

Dear BCCR patients

As we once again re-open our doors on June 1st, 2020 to provide you with the quality healthcare services you are used to, you will see some changes within the clinic. While we at Bruce County Chiropractic and Rehabilitation Center pride ourselves on developing and nurturing a community-like feel within the clinic, in order to ensure your safety as we navigate through the global pandemic of COVID-19, our policies, procedures and general conduct need to change.

For your safety, and the safety of our staff, we have designed a COVID-19 Safety Action Plan. This includes strict protocols for how our staff and our patients are to move and conduct themselves while in the clinic. We have gone through great lengths to be properly equipped to provide you with safe care, to limit touch points, and to eliminate the possibility of having too many people in common areas so we can adhere to distancing measures.

We also ask that you show up for your appointment by yourself. We do understand that that may be impossible at times. If you do need to come in with a partner or a child, please note that the following procedures apply to them as well.

Prior to coming into the clinic we will be sending you a pre screening survey that we ask you to complete. This ensures that you meet all of the requirements for us to safely treat you.

When you enter the clinic please proceed to the screening sign located at our first reception desk. Our staff will ask you questions, ensure that you sanitize your hands and then ask you to put on a mask. You, as well as our practitioners, are required to wear a mask **AT ALL TIMES** while inside the clinic. You are free to use any type of face mask you choose. If you are using a reusable mask, please ensure that your mask has been thoroughly washed with soap and water prior to each visit. If you do not have a mask, we can sell you a disposable (single-use) mask for a small fee (our cost).

Once you have put on a mask our administrative team will provide you with a treatment room number and you will be asked to proceed to that room immediately.

You can expect your practitioner to look a bit different. Your practitioner will be wearing a mask, eye protection and scrubs. Additionally, we have always taken pride in maintaining a high standards cleanliness and we will continue to exceed the expectations in all cleaning protocols at the clinic.

When you are finished your treatment you will leave your treatment room and proceed to the gym area of our clinic. Please follow the yellow arrows to our reception area for rebooking and payment. If there is currently a patient rebooking their appointment please have a seat in a chair in the waiting room. We have a contactless payment terminal installed to avoid touching the terminal. If you need to punch in a pin, please use hand sanitizer prior to touching the payment terminal. Please note, that at this time, we are unable to take cash or cheque for services rendered. We do however accept Interac, VISA, and Mastercard as an acceptable form of payment.

Please avoid entering the clinic unless you have a scheduled appointment. If you do not have a scheduled appointment and would like one please call or email the clinic. If you require supplements or products please call and/or email the clinic to place the order, once your order is ready for pick up we will contact you, at that time you may enter the clinic.

General Safety Guidelines

While at the clinic please follow commonly known safety measures such as:

- Keep a 6 foot distance between yourself and those around you.
- Avoid touching your mask and your face. If you touch your mask or anywhere on your face, please wash hands or use hand sanitizer immediately.
- Cough and sneeze into your elbow. If you sneeze into your hand, please wash hands or use hand sanitizer immediately.
- If you must use a tissue, please discard it immediately and wash hands or use hand sanitizer immediately.

Our administrative team will start phoning patients Thursday May 28th to rebook previously cancelled appointments.

Although our clinic is open, virtual appointments are still an option. Please discuss with our administrative team.

We look forward to connecting with you soon,

Your BCCR Team