

Guidelines to Reopening

To get started, we have received countless emails from our wonderful clients inquiring on when we will be reopening. As we now have a more clear idea on our reopening date, **we will now reopen on June 1, 2020, with reduced hours and by appointment only.** **As we are not taking any calls yet and the online booking option has been turned off, please book via email and one of our staff members will contact you to book by telephone. We also ask that you read this carefully as there is very important information provided.**

With this being said, we will be reopen with certain temporary changes in order to keep all our clients, as well as our staff safe.

Please read the following rules and guidelines for patients carefully:

1. Every individual will be screened over the phone when booking with the recommended questions provided by Public Health Ontario
2. We will retain the right to refuse any casual bookings or unnecessary appointment bookings.
3. As of July 7, 2020, Ottawa Public Health has made face masks *mandatory* for all indoor public spaces. Face masks must be worn in our facility unless your therapist exempts you due to treatment reasons, you have a breathing condition, or you will be laying face down for an extended period of time (e.g. a 60 minute massage). Should you not possess one to bring with you, please mention this to our front desk when being processed for entry, as there are reusable locally made masks at the front which we will be selling at cost that you may purchase prior to your appointment.
4. The vestibule door will remain locked. Patients may only enter the clinic 5 minutes prior to their appointment time.
5. New patients and MVAs will be provided their intake forms digitally to fill out prior to attending to their appointment
6. If multiple patients have an appointment at the same time, we will only allow process 1 patient at a time into the clinic and you must remain lined up outside 2 meters apart until we may process you.
7. Upon entering, you are required to sanitize with the provided sanitizer in the vestibule prior to entering.
8. Upon entering, you may be screened for any symptoms that relate to COVID-19 again, and may have your temperature checked with a no-contact thermometer.
9. Anyone exhibiting symptoms will be asked to leave and have your appointment rescheduled by phone. A cancellation fee may still apply in this case, and will be decided case by case.
10. Appointments are subject to ending 5 minutes early in order to allow for extra sanitization protocols.
11. Please do not bring family or friends with you to your appointment. If you require an individual with you due to sustained injuries or the patient is a minor, please notify our clinic when booking for approval. Any individual that has not been approved to attend an appointment with a patient will be asked to wait outside.
12. Please be patient if you are asked to wait in a designated area in order to enforce social distancing measures.

13. Our practitioners will be taking extra precautions and will be wearing protective equipment such masks and potentially gloves as well during treatment.
 14. We will be temporarily discontinuing paper invoices, and will only be providing electronic invoices.
 15. Intake sheets for new patients will now take place digitally. If digital is not possible for certain clients, please mention this for approval to enter our facility 15-30 minutes prior to your appointment to fill out paper copies.
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Cancellation/Rescheduling Policy

- We will be operating at a limited capacity with overwhelming demand for service, therefore our cancellation policy will temporarily be **48 hours** for Physiotherapy, Massage Therapy, Acupuncture, and Chiropractic in order to be fair to other patients and our staff, until further notice.
 - Cancellations between 24 hours and 48 hours will be charged 50% of appointment fee. Cancellations under 24 hours will be charged 100% of appointment fee
 - For Dietitian Services, initial appointments may be cancelled above 48 hours with no fee. Booked and prepaid follow-ups cannot be cancelled, only rescheduled above 48 hours. Should you feel ill under 48 hours, we will accommodate with a virtual appointment.
 - *Our policy will be enforced strictly in order to prioritize patients who require treatment and are serious about attending treatment, during a time where appointment availabilities will be limited to enforce social distancing rules. We will not accept any casual bookings.*
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New Temporary Hours of Operation

Monday-Friday: By Appointment Only

Saturday-Sunday: Closed