

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. Face masks are **mandatory** upon entering our facility, and may only be removed in the treatment room. If your therapist requests you maintain wearing a mask, you are required to do so.
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 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, as it is the patient's responsibility to inform us of any symptoms prior to their appointment.
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.

13. We will be temporarily discontinuing paper invoices, and will only be providing electronic invoices.
 14. Intake sheets for new patients will now take place digitally on Juvonno. 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 be a strict **48 hours** for Physiotherapy, Massage Therapy, Acupuncture, and Chiropractic in order to be fair to other patients and our staff.
 - 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 availability will be limited to enforce social distancing rules. We will not accept any casual bookings.*
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If You Need To Cancel Your Appointment Due To COVID-19

We understand that COVID-19 may play a role in last minute cancellations. In order to be fair to our clients and therapists, and to deter any false claims/abuse of the COVID-19 policy, we have created the following cancellation policy. If you are required to cancel under 48 hours due to COVID-19 reasoning, the following policy applies:

1. The cancellation fee is charged under the patient's provided credit card.
2. If the patient provides a COVID-19 test result within 5 days of the cancellation, the cancellation charge will be transferred as a credit to be used on any future appointment of the same service. The credit must be used within 30 days.
3. If the patient does not provide a COVID-19 test result within 5 days of the cancellation, the charge will remain as a cancellation fee and no credit will be provided under any circumstances.
4. If a patient is refused entry upon screening in our facility due to symptoms, a full charge will be applied and no credit will be provided.

We hope for each and every one of our patients' understanding during these times, as we remain a small business, financially vulnerable from COVID-19 like any other business during these times.

Thank you for your understanding.

New Temporary Hours of Operation

Monday-Friday: By Appointment Only

Saturday-Sunday: Closed