



Same great clinic, new procedures!

Abiding by our College of Physiotherapists of BC, WorkSafeBC, and BC Ministry of Health's recommendations Active Living Physiotherapy has **implemented all the necessary safety protocols** to ensure you have a safe and pleasant experience at our clinic while protecting everyone- our patients and staff, and our community.

We ask that you remember the **simple things**:

- Wear a **mask** to your appointment.
- Stay home if you are sick, and contact 8-1-1 or your medical doctor for advice.
- Sanitize and wash your hands frequently

Booking your appointments

- Appointments can be booked as usual online at www.activelivingphysio.com or by calling our office 778-420-0111.
- For EACH appointment you attend, you will be required to complete a specific COVID consent form before attending the clinic. This includes screening questions to make sure you are not sick, and informed consent stating that you agree to attend the clinic and aware of the safety precautions we have in place, and the risks to attending the appointment. *This screening questionnaire will be emailed to you 5 hours prior to your appointment and you must complete it before arriving at the clinic.*
- If you answer YES to any of the screening questions, or if you are feeling sick, please stay home and contact the clinic. We can reschedule your in-person appointment, or can change it to a virtual appointment. You must also see your physician or call 811 if you have symptoms.
- Virtual video appointments will continue to be available for those who don't want to attend or don't need to attend in person.
- We are asking that only the patients themselves attend the appointment, don't bring any family members or friends unless you are the caregiver of a minor, or a person that needs assistance.
- Please also use the washroom prior to your appointment. Ours is available for use but we are trying to limit again the amount of people touching surfaces.
- We have staggered appointment times- so you should not be arriving or leaving at the same time as another patient. If this occurs, we kindly ask that you maintain a safe physical distance (2m or 6 feet).
- If you have any paperwork (doctor's referrals, imaging reports, etc.) you need to give the clinic, please take a picture of it, or scan it, and send via email to office@activelivingphysio.com
- Extended health insurance information can be completed online, we will send you an email to complete after your first appointment is booked.

Arriving at your appointment

- We have eliminated our waiting room to limit the number of people inside the clinic.
- When you arrive, please stay outside the door and make your presence known through the window. You may wait in your vehicle or outside our door until your practitioner welcomes you in. Exceptions are made for those with disabilities.

- You must also answer NO to all our screening questions (which were emailed to you) prior to entering. They are also posted by the front door.
- Please *bring your own mask* and put on your mask outside, before entering the clinic.
- Our staff will open the door for you to come in at the time of your appointment. Please *be on time*, not too early, not late.
- Upon entering the clinic- you will stop and use hand sanitizer for 20 seconds. There is a plexiglass sneeze guard at the front desk.
- Because you and your practitioner will not be maintaining the 2m physical distance, you must both wear masks.
- Your practitioner will be wearing a mask as well. They are required to hand-sanitize for 20 seconds between patients.
- Prior to your arrival all equipment and surfaces the room will have been sanitized using a Health-Canada approved disinfectant.

During your appointment

- You will spend the majority of your time in the treatment room with your Physiotherapist.
- Kinesiology patients will use the gym in their “treatment zone”.
- Any equipment you touch in the room or gym will be sanitized after you leave.
- We have divided the open gym into “treatment zones”. All equipment used in your zone will stay in your zone and be disinfected after use.

After your appointment

- Any instructions from your Physiotherapist or Kinesiologist will be emailed to you, not printed.
- You will proceed as marked to the front desk and stay behind the plexiglass.
- You can book your follow up appointment with our receptionist.
- For outstanding payments you have several options: 1) our point of sale machine with credit or debit card, 2) provide us with a credit card number to keep on file (we use Stripe). Sorry, but we cannot accept cash or cheque.
- Prior to leaving, you may dispose of your mask, then sanitize your hands again.
- You will leave through the front door. If there happens to be another patient coming in, we ask that you respect the physical distancing requirement of 2m/6 feet.

Classes

As part of Phase 3 of BC’s reopening plan, we have begun our small group classes, effective Sept 2020.

- Classes will be limited to 6 participants maximum.
- Floor markings indicate where exercise mats must be placed (2m apart).
- Participants must wear a mask during the entire class.
- Participants must complete the COVID screening questionnaire 5 hours or less prior to the start of the class.
- Participants must stay home if they are sick and contact their physician or 811.
- Almost all classes have a virtual option to accommodate participants with symptoms, or those who prefer not to attend in person.

Other information

- All of our staff are screened daily for sickness and required to stay home, just the same as we ask of our patients.
- All surfaces sanitized frequently- at a minimum twice per day.

- There will only be a maximum of 2-3 practitioners working at a time in the clinic, with one patient each, and the receptionist. This is a maximum of 10 people in the clinic at any one time.
- As always, if you need to cancel because you are not well, there is no penalty. Stay home if you are sick and call 811!

Please don't hesitate to call us 778.420.0111 if you have any questions before your appointment.