



# SOUTH CITY PHYSIOTHERAPY

Effective January 01, 2022, the following policies are in place to enhance the safety of clients and staff.

## SCREENING

1. Our screening questionnaire is available on our website, and in the clinic entrance.
2. Each client must complete this questionnaire prior to each appointment.
3. Each client will have their temperature checked before entering clinic treatment areas.
4. Each staff member must complete the same “screening” questionnaire **every day**.
5. Each client answering “yes” to any of the questions or having a temperature outside of “normal” range will be asked to reschedule their appointment and will not be allowed into the clinic treatment areas.
6. Clients will not be charged for missed appointment due to failing the screening test.
7. Staff failing screening will be required to work from home.

## SCHEDULING & CLEANING PRACTICES

1. Treatment times have been changed to 30 minutes or more and breaks added to allow for the cleaning and disinfecting of rooms between each client.
2. Washrooms are not available to clients (unless you have a more urgent need). If you use the washroom, you must notify one of our staff member and the washroom will be cleaned and disinfected immediately. (Our staff **MUST** also clean and disinfect the washroom after each time one of them uses a washroom.)
3. Staff have been trained to clean all areas frequently touched such as door knobs, computer equipment, phones, POS unit, frequently throughout the day.
4. You will be required to use our hand sanitizer upon arrival at the clinic.

## SERVICE LIMITATIONS

1. Because of challenges with disinfection between patients, “hot packs” will not be available.
2. The use of all “modalities” such as laser and ultrasound will be limited.
3. The gym will remain closed to all but therapist supervised open-floor work. That means that the treadmill, stairs, reformer, parallel bars, weights, bikes and all other gym equipment **are not** available for independent client use.

## MASKING, SOCIAL DISTANCING AND OTHER PPE

1. All clients and staff are required to be masked while in public and treatment areas of the clinic. Because new Covid-19 variants are proving highly transmissible, cloth masks are no longer recommended. Surgical masks or cloth masks with filters are recommended.  
**Clients arriving at the clinic without an acceptable mask - will be given one at no charge.**
2. There are markers on the floor at the entrance to indicate 2 meter distance. Clients must keep this distance when in the waiting room area.
3. There are only 4 chairs available in the waiting area – for use only if a client MUST sit down upon arrival.
4. **Do not** enter the clinic more than **5 minutes** before your scheduled appointment.  
**Put your mask on before entering the clinic!**
5. Upon arrival, you will be screened, temperature checked, and use hand sanitizer before being taken directly to your treatment room
6. Your therapist will have to come closer than 2 meters from you, but will be wearing KN-95 or Level 3 surgical masks and use goggles, shields, gloves and gowns when appropriate.

## CLINIC CAPACITY AND BOOKINGS

1. Clients will be booked every 30 minutes with 10 minutes break to allow for disinfecting rooms.
2. Clients will be asked to use one of 2 exit doors to allow for one way traffic only.
3. Appointments will have to be booked over the phone, through our website, or **ON THE WAY IN** only. This applies to payments as well. There are arrows on our floors to indicate direction of traffic.
4. Due to the new limited capacity at the clinic, you must give South City 24 hour notice if you are going to cancel or miss an appointment, so that the time can be given to another patient. Unless there are extenuating circumstances, you will be charged the cancellation fee for any appointment you miss where you have not provided this 24hour notice.
5. Clients will not be allowed to bring in a family member with them unless they are a minor and must be accompanied, they need a translator, or they have mobility issues and need help getting into the clinic.

*Thank you for your patience and cooperation.*

**Francine Doré** – Clinic Director

**South City Physiotherapy**