



SOUTH CITY PHYSIOTHERAPY

Effective April 27, 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.

MASKING

South City's "Mask Policy" must comply with provincial and professional college directives.

Effective **April 27, 2022**, the Province of Ontario has extended the requirement that masks be worn in health care settings, long-term care homes and congregate care settings.

As **Physiotherapy** and **Massage Therapy** practice settings are considered to be health care settings, all staff and patients at **South City Physiotherapy** will be required to wear surgical or procedural masks until at least **June 11, 2022** when the provincial COVID requirements are expected to be up-dated.

South City Physiotherapy will review its masking policy at that time, but professional staff will continue to follow **Physiotherapy** and **Massage Therapy College** directives – which may require masking beyond any provincially mandated date.

CLINIC TRAFFIC FLOW, BOOKINGS and CANCELLATIONS

1. Clients will be asked to use one of 2 exit doors to allow for one way traffic only.
2. 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.
3. 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.
4. Clients are asked not to bring anyone else into the clinic with them – unless that person is a minor and must be accompanied, they need a translator, or they have mobility issues and require assistance getting into the clinic.

Thank you for your patience and cooperation.

Francine Doré – Clinic Director

South City Physiotherapy