



# SOUTH CITY PHYSIOTHERAPY

Effective June 11, 2022, the Province of Ontario has removed most masking and screening mandates, but required Health Care facilities to set their own policies.

The following policies are in place at South City Physiotherapy to enhance the safety of clients and staff.

## SCREENING

1. Our screening questionnaire is available on our website, and in the clinic entrance.
2. New clients will be asked the screening questions on arrival at the clinic for their first appointment.
3. Prior to subsequent appointments, clients will simply be asked if there have been any changes since they last completed the screening questionnaire.

## MASKING

As Physiotherapy and Massage Therapy require prolonged close contact between patient and therapist, all staff and patients at South City Physiotherapy will still be required to wear masks while in the clinic common areas and treatment rooms.

South City Physiotherapy will follow professional Physiotherapy and Massage Therapy College directives and review its masking policy every 2 weeks.

## 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**