

active balance

PHYSIOTHERAPY STUDIO

COVID-19 APPOINTMENT PROCEDURE DOCUMENT

We are looking forward to seeing you in the clinic and furthering your physiotherapy treatment and goals! To maintain the safety of our clients and staff we ask that you review our appointment procedure document before arriving in the clinic. This document outlines what you can expect in the clinic as well as the safety measures and protocols we have implemented to ensure the health of our community. We appreciate you taking the time to read the procedure and watch the video and welcome any questions you may have regarding your next appointment. Call 250.208.5942.

COVID-19 SCREENING QUESTIONNAIRE

Two hours before your arrival in the clinic you will be asked to complete our COVID-19 Screening Questionnaire. This document has been designed to assess the health of our clients and to determine whether in-person appointments are appropriate at this time. Upon completion, our administrative staff will review the COVID-19 screening questionnaire and call you if a concern arises. We ask that you do not bring guests to your physiotherapy appointment. Please be aware however that any required guests (parent, personal assistants, etc.) are also required to complete the COVID-19 Screening Questionnaire. We ask that if you have displayed symptoms of COVID-19 (cough, fever, difficulty breathing), travelled outside of British Columbia or been in contact with someone with symptoms of COVID-19 in the past 14 days that you cancel your appointment with no cancellation fee. We ask that if you answer yes to any COVID-19 screening questions you contact 811 or visit healthlinkbc.ca. Please be aware that we will be postponing your in-person treatment, referring you to a COVID-19 testing center and encouraging the use of virtual telehealth appointments until the questions return negative.

UPON ARRIVAL/WAITING ROOM

To minimize client exposure we ask that you do not arrive early to your appointment. Upon arrival, you will enter the clinic where you will be greeted by the administrative staff. The administrative staff will ensure you have completed the COVID-19 Screening Questionnaire and will ask you to sanitize your hands before and after putting on your mask. The administrative staff will welcome you directly to the room you have booked to minimize exposure.

WEARING MASKS/BUFF

We ask that you wear a mask upon entering the clinic. Your physiotherapist will also be wearing a mask to prevent the exposure of respiratory droplets. If you have a mask/buff, please bring it with you to your appointment. If you do not have a mask, we will provide cloth masks that are laundered in hot water and detergent daily. You will be asked to sanitize your hands before and after putting the mask on and before and after taking the mask off.

APPOINTMENT GUESTS AND TREATMENT ROOMS

To minimize exposure we request that you do not bring guests to your appointment unless required (parents [accompanying a minor], personal assistants, etc.). In minimizing the number of guests to the studio we reduce exposure within the clinic. All guests are required to complete the COVID-19 Screening Questionnaire and will be signed into our "Non-Client Visitor Guest Sheet" to ensure a record of their visit.

HAND SANITIZER/HAND WASHING PROTOCOL

We are committed to the health of our staff and our clients. We have implemented cleaning protocols within the studio and encourage the use of hand sanitizer and hand washing. Hand sanitizer has been placed around the clinic and we encourage guests to use hand sanitizer before putting on their mask, upon arrival in their treatment room, after touching their face, and before removing their masks as they exit the clinic.

WASHROOMS

We have implemented increased cleaning services and washrooms will be sanitized after all usage.

BOOKING YOUR NEXT APPOINTMENT

Upon finishing your appointment you will be asked to book a follow-up appointment with an office administrator at the front desk or online at [Our Online Booking Program](#).

PAYMENT PROCEDURES

To minimize exposure we ask that you provide your credit card information ahead of time. Either to the administrative staff on the phone or directly to your [Online Booking Profile](#). For both situations, the credit card is stored on an encrypted and highly protected server through Stripe Payments supported by Jane Online Appointments. The administrative staff will bill your account directly after your appointment and your receipt will be emailed.

As an alternative, we will also be accepting E-Transfer to info@activebalancephysio.com or you can pay with a cheque if that works best for you.

CLEANING PROTOCOLS

We have worked hard creating policies and protocols to ensure the studio is well cleaned between clients. Cleaning protocols are designed to ensure all treatment rooms are sanitized between client's use as well as the sterilization of personal belonging bins, doorknobs and high contact areas. Shelley will be changing shirts between clients to eliminate exposure. All traction and physiotherapy equipment is well sanitized and cleaned before the next clients' arrival. Cloth masks, towels and linens are changed between use and laundered at the end of the day.

WE LOOK FORWARD TO SEEING YOU IN THE CLINIC AND HELPING YOU LIVE A HEALTHY AND ACTIVE LIFESTYLE