

June 26, 2020

Dear Patients,

We have all done our part to “flatten the curve” and thankfully it has been effective. The good news is that Premier Kenny and Chief Medical Officer Dr Deena Hinshaw have announced the Alberta-Relaunch- Strategy (<https://www.alberta.ca/alberta-relaunch-strategy.aspx>) which permits the reopening of several health professions including private practise physiotherapy clinics.

Starting May 4th, Alison and I will start scheduling patients at the clinic for in-person assessments and treatments. Specific details on each profession’s re-openings have been left for their governing bodies, in our case: the Alberta Physiotherapy College. They are looking for guidelines from Alberta Health so at present operational procedures are a little confused.

Our primary concern is the safety of your health, ours and the community. We certainly want this relaunch to be successful.

To that point we have made the following procedural changes:

Prior to each visit please review the Alberta Health Services COVID-19 Screening Questionnaire <https://myhealth.alberta.ca/Journey/COVID-19/Pages/COVID-Self-Assessment.aspx>

Consider whether other family members or people you are in close contact with have been at risk or are presenting any symptoms. Please do not attend if you are feeling ill; we will accept short notice cancellations for this reason.

We would please ask that you arrive 5 minutes before your appointment and do not linger in the clinic following to help maintain some physical distancing.

It has been recommended by our College that we adhere to “continual masking”, so we will be wearing surgical masks when you see us next time. We will have washable masks available for you if you do not have your own. Please insure your mask has not been used multiple times in public.

We would also like you to change out of your street cloths so please bring a fresh pair of shorts and shirt or you can use the clothes we have available.

When you arrive at the clinic we would ask that you go immediately to the wash room where you can change your street cloths, wash your hands and then go directly to your treatment room.

The payment machine does not have tap capability but it is now covered so it can be cleaned after every use. You can also choose to pay by email money transfer if you prefer.

For Kim's protection we would ask that you discuss and book appointments with her by email or phone since it is difficult to maintain physical distancing with her desk arrangement.

If you would prefer not to come to the clinic we can provide some assessments and treatments by Telehealth. A Telehealth appointment may also be advisable to update your therapist on any pertinent history prior to coming into the clinic so your in-person time is fully utilized.

Despite all these changes, one thing will remain the same; Alison and I are committed to providing you best practise physiotherapy services in a safe and friendly environment. We are so excited to begin seeing you in person once again.

We believe the future looks bright!

Be well,

Maureen, Alison & Kim