

# MOTION *Plus* PHYSIOTHERAPY

To Our Motion Plus Physiotherapy Patients,

WELCOME BACK!!! PLEASE REVIEW OUR NEW OPERATING PROCEDURES BELOW

We are pleased to announce that we will be re-opening on a limited basis on Tuesday, June 2, 2020 for Physiotherapy and some Massage Therapy services. We will also continue to offer physiotherapy services both virtually and in a hybrid model of both virtual and in person care.

We have been preparing for re-opening for several weeks and have put a number of measures in place to protect both you and our staff. A typical visit to Motion Plus in this “new normal” will look like this:

1. You **MUST** answer mandatory COVID-19 screening questions at the time of booking your appointment and on the day of your appointment. **Anyone who screens positive to the questionnaire will not be allowed to attend their appointment.**
2. On the day of your appointment the COVID-19 screen can be delivered to you via text message or over the phone. If you have not provided us with your cell phone number, please do so. It will significantly streamline the screening process!
3. Please arrive 5-10 minutes early for your appointment. When you arrive either call us at (519) 767-7587 or reply to your COVID-19 screening text at (226) 790-3195 informing us of your arrival. We will call or text you when it is safe to enter. **PLEASE DO NOT ENTER THE CLINIC WITHOUT FIRST NOTIFYING US OF YOUR ARRIVAL.**
4. We require that you wear a mask when you attend your appointment. Your Physiotherapist will also be wearing a mask. Masks are available if you do not have one for a small fee.
5. To help maintain physical distancing, we require that only 1 person attend the appointment unless you need a caregiver to be present or you are under the age of 16.
6. Once you enter the clinic you will be required to clean/sanitize your hands. We have a dedicated patient handwashing station or hand sanitizer is available at the front desk. You will then be directed to your treatment area. Each of our Physiotherapists will be treating in a dedicated zone and we are using a reduced number of beds to allow for physical distancing. Time between treatments has also been increased to allow for cleaning and disinfection procedures.
7. While a washroom will be available for emergency use, we respectfully ask you to only use it if absolutely necessary.
8. We will not be accepting cash payments at this time in an effort to reduce contact at the front desk.

While we always strive to provide a clean treatment environment, we have implemented additional strict cleaning and disinfecting procedures in order to keep everyone as safe as possible.

We are looking forward to resuming our practice. Our Physiotherapists and office staff will be contacting many of you in the days ahead and we ask for your patience as we make these calls and adjust to this new normal. These policies and procedures are necessary to ensure everyone's safety.

See you soon!

*Your Motion Plus Physiotherapy Team*