



Dear Patients,

Thank you for your patience and support as we have prepared to safely re-open Village Chiropractic, with new health and safety guidelines in place. We have put these new guidelines in place for the protection of our patients, staff and community. Please read below as this email contains very important information to help to keep everyone safe during this time.

Pre-appointment COVID-19 Screening:

You will need to answer screening questions over the phone at the time of booking. You will also receive an email 24 hours prior to your appointment and will need to answer these questions in a short survey again. This email will be sent before each appointment and will need to be completed prior to EACH appointment. Should you answer 'yes' to any of the questions, please **DO NOT COME TO THE CLINIC**. Please self-isolate, call the clinic and your doctor will follow up with you to provide further direction. Please **STAY HOME** if you are sick.

Please call for an appointment (rather than coming in-person) and do not enter the office without completing the COVID-19 screen. If you have a scheduled appointment, come on in, and staff will likely send you right back to your treatment room. You do not need to remove your shoes – if you prefer to do so, please remove them in the treatment room.

Please do not “switch” your appointment with another family member or bring a family member with you in hopes that they can also get an appointment. Each patient MUST undergo the COVID-19 screening prior to their appointment, so please call the clinic so this can be done, and we will accommodate your request if possible.

Arrival at the Office:

Masks must be worn in the office. Please ensure you wear either a clean cloth mask or a new surgical/medical mask to your appointment. If you do not have a mask with you at your appointment, we will provide you with a procedure mask for a fee of \$2.00, or cloth masks will be available for purchase for a fee of \$10.00. Once your mask is on, refrain from touching it or fiddling with it.

Everyone is required to sanitize their hands upon arrival to the clinic.

Please do not wear gloves into the clinic as they are likely to be contaminated by outside sources. You will be asked to remove and dispose of gloves upon entry to the clinic and disinfect your hands. Should you feel more comfortable wearing gloves, clean ones will be provided for you.

Please make sure to respect physical distancing in common areas should you find yourself near another patient.

At the Office:

We are booking appointments to allow for physical distancing and time for disinfecting the clinic. We realize that it has been a long time since we've seen one another and we have missed you all, however, to allow for physical distancing in the office, we have to ask that you arrive on time, and leave promptly following your appointments. We need adequate time to perform your

treatment and properly disinfect the room for the next patient.

We know our staff is a wonderful group, but unfortunately, we also have to ask you not to stay to chat with them or other patients. If you run into familiar faces in the waiting room and wish to chat, please do so outside the clinic.

We ask that only essential guests (such as parents/guardians of children) enter the clinic in order to allow for physical distancing. Please note that we will require the name and contact information for everyone who enters our clinic in order to maintain a contact tracing log.

Please minimize the personal belongings you bring to the clinic and place them in the small clear basket provided in your treatment room. This is disinfected after every patient.

We ask that you make contactless payments whenever possible. Receipts will be emailed to you, unless you specifically request a paper copy.

We thank you all in advance for complying with the above policies and by doing so, enabling a smoother transition to our clinic reopening and allowing us to provide care for in an environment that is safe for us all.

Sincerely,

Dr. Kim Gillies

Dr. Heather Pady

Dr. Brynne Stainsby