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An Update on the Current Public Health Environment

July 4, 2020

Dear Patient,

Our patients are at the core of everything we do! We are open! Our top priority is keeping our patients and families and team safe and healthy as we continue to closely monitor the situation.

We know that you have a lot of questions on your mind. You know that stress negatively impacts the nervous system and our health. So, our intention with this letter is to help alleviate some concerns you may have. We want to provide an update on the steps we continue to take to ensure the health and safety in our clinic.

Here are some of the EXTRA measures we are taking:

- Mandatory and ongoing hand washing procedures for the team throughout the day; an extra sink has been added
- Alcohol-based hand sanitizer is available for all
- Increase in frequency of disinfecting all high-touched areas, including treatment tables, work stations, counters, doorknobs, Point-of-Sale system, washroom and any other surfaces with frequent contact
- Adjustment table facial paper is changed before each patient
- Cleaning solution and paper towel available in each treatment room for patient sanitization (instruction provided by the healthcare provider and all tables are cleaned prior to next patient)
- Practicing "social distancing" in education/waiting room
- Happy to process payments using Visa or Mastercard numbers on file, if you choose to avoid extra handling of your credit card
- If any of our team members' health status becomes a concern, the staff member will be asked to stay home from work
- Staff and guests sign in logs
- Ability to do online booking through the SKED app
- Educational talks and videos are available online through our website, Facebook and Youtube
- Four Covid screening stations to fill in health questionnaire prior to treatment
- PPE for doctors, therapists and kinesiologists

We hope this gives you confidence in the actions we are taking on your behalf. We remain committed to seeing our patients and we look forward to continuing to support you and your family.

Sincerely,

Dr. Justine Blainey-Broker and Team