



COVID-19 Update:

In order to respect the new COVID-19 operational guidelines, there is a new clinic protocol that our respected regulatory colleges have asked us and our patients to follow before scheduling appointments and during treatment sessions to ensure overall safety for everyone.

New Clinic Protocol:

1. We ask to please come in wearing a mask.
2. Come to the appointment YOURSELF, unless you are accompanying a person under the age of 14 years old.
3. Upon arrival, you must stay in your vehicle and text our clinic number (613)276-8884 to inform us you are here. The therapist will text you back when she is ready for you to come in.
4. The waiting area will not be accessible as it is not conducive to the 2-meter social distancing.
5. There will be hand sanitising pump bottles on the front desk that we ask you to use before you enter a treatment room and after your appointment on your way out.
6. Methods of payment will be as per usual: Debit, MC, VISA, or e-transfer (info@proactiveathletictherapy.com – direct deposit is set up, so no security password required). We do encourage you to use tap on your card if you can.

COVID-19 Screening Questions:

- Do you have a confirmed case of COVID-19 or had close contact with a confirmed case of COVID-19?
- Do you have nay of the following symptoms?
- Fever
- New onset of cough
- Worsening of chronic cough
- Shortness of breath
- Difficulty breathing
- Sore throat
- Difficulty swallowing
- Decrease or loss of sense of taste or smell
- Chills
- Headaches
- Unexplained fatigue/malaise/muscle aches
- Nausea/vomiting, diarrhea, abdominal pain
- Are you 70 years old or over and are experiencing any of the following symptoms: delirium, unexplained or increased number of falls, acute functional decline, or worsening of chronic conditions?

Please advise your athletic therapist if you have answered **YES** to ANY of the screening questions before booking your appointment, or please cancel your appointment if you experience ANY of the COVID-19 symptoms and contact your local Health Unit immediately.

Clinic number: 613-276-8884

Website: www.proactiveathletictherapy.com Email: info@proactiveathletictherapy.com