



THE HPC IS OPEN!

June 8, 2020

A Message to our Loyal Clients:

We are pleased to inform you that the Ontario Provincial Health Officer has permitted our services to gradually resume operations effective **May 26, 2020**. Our office is mandated to follow directions from the Chief Medical Officer of Health of Ontario as well as from our various professional colleges to enforce the following hygiene and physical distancing protocols. We are committed to the health and safety of clients and staff and want to make you feel comfortable and confident upon returning to the clinic. **Please read the information below carefully so you will be prepared for your upcoming appointment.**

Mandatory Screening:

The only accessible entrance to the JT Powell Building will be the main entrance on the first floor. The doors will be locked and there will be a staff member at the door to conduct the ministry of health-mandated screening. You will be asked several questions and your temperature will be taken. If you are cleared by the screening process, you will be permitted to enter the building for your scheduled appointment. If your appointment is scheduled after 4:30pm, please bring your cell phone and wait in your car upon arrival. An HPC team member will call you to complete the screening questions and will then meet you at the door.

In addition, please review and self-screen using this Ministry of Health link BEFORE attending your booked appointment:

http://www.health.gov.on.ca/en/pro/programs/publichealth/coronavirus/docs/2019_patient_screening_guidance.pdf

What to expect? Please read carefully:

1. All clients are required to bring and to wear a protective mask while in the clinic.
2. All clients are asked to sanitize their hands upon arrival at the HPC.
3. Please arrive and check in on time. If you arrive early for your appointment, please wait in your vehicle or outside the building until just prior to your booked appointment time. All seating has been removed from the waiting area, so please wait to enter the HPC until just before your scheduled appointment slot.
4. For all non-medical services, we respectfully request payment for services rendered PRIOR to your appointment to avoid time in reception. You may call in advance and make your payment over the phone by VISA or MASTERCARD or can make your payment BEFORE your treatment by debit or credit. No cash or cheques please.
5. After you have checked in and payment has been made, we will email you an electronic receipt. You will be directed to the designated room or zone to meet your practitioner. At the end of your appointment, you may rebook **WITH** your therapist. If you are seeing a sports medicine physician, you will be asked to call to rebook any follow up appointments.
6. We ask that clients maintain appropriate physical distancing while in the HPC. Please remember:
 - one person at a time at the front desk
 - please leave personal belongings at home or in your car

-come alone if possible - if you must have someone accompany you, we request they wait in their car or outside until you have completed your visit. Our admin team will contact them when you are ready for pick up. This is of course flexible if the client is a minor or requires assistance with ambulation.

What else is the HPC doing for your safety?

- Shield plexiglass at reception
- Staff and practitioners will be wearing personal protection equipment as per the Ministry of Health guidelines.
- Signage/floor markings to assist with physical distancing in the clinic
- Utilization of recommended cleaning solutions
- Cleaning between all appointments to disinfect treatment rooms/equipment/beds.
- Enhanced cleaning schedules for all areas of the clinic with an emphasis on common touch points.

The HPC is thrilled to be re-opening and we look forward to providing expert care once again to our clients. We will strive to keep all our valued clients, staff, and practitioners safe and healthy during these challenging times. We look forward to seeing you at the HPC!

Welcome back!

Kind regards,

Your HPC Team