



HPC IS OPEN!

We are pleased to inform you that the Ontario Provincial Health Officer has permitted our services to resume operations. 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:

Please review and self-screen using this Ministry of Health link BEFORE attending your booked appointment:

<https://covid-19.ontario.ca/self-assessment/>

A staff member will also conduct the Ministry of Health mandated screening when you check in at reception.

What to expect? Please read carefully:

1. All clients are required to bring and to wear a protective mask while in the building. A new mask will be provided upon arrival at the HPC.
2. All clients are asked to sanitize their hands upon arrival at HPC.
3. Please arrive and check in TEN MINUTES prior to your appointment to make your payment and to book appointments. If you arrive earlier

than ten minutes prior, please wait in your vehicle or outside the building until that time. All seating has been removed from the waiting area, so please wait to enter the HPC until ten minutes before your appointment.

4. For all non-medical services, we respectfully request payment for services rendered prior to your appointment to reduce the time required in reception. No cash or cheques please.
5. After you have checked in and payment has been made, we will email you an electronic receipt and you will be directed to a designated room or bed to meet your practitioner
6. We ask that clients maintain appropriate physical distancing while in HPC.
 - 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 healthcare cleaning solutions
- Cleaning between all appointments to disinfect treatment rooms, equipment, and beds

- Enhanced cleaning schedules for all areas of the clinic with an emphasis on common touch points

HPC is thrilled to be open, 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 HPC!

Kind regards,

Your HPC Team