



We are open for in-clinic visits. We are following best practices from Yukon CMOH and National Physiotherapy Regulators to protect you.

We are open for business, but this is not business as usual. We are operating under new conditions and will be doing so for some time. [At our Clinic, your Safety is our Highest Priority.](#)

Our enhanced COVID-19 Safety Protocols include: daily screening and temperature checks for staff and clients, one-on-one appointments, staggered appointment times, appropriate cleaning, disinfecting, hand hygiene and social distancing protocols, enhanced clinic ventilation, and contactless payment options. All staff will be wearing medical masks and our physiotherapists will be using additional PPE (personal protective equipment) to protect you.

If you prefer to be treated through virtual care (TeleRehab), you have the option to do so. If you have underlying health conditions, are older than 60, or are uncomfortable coming to the clinic, we can complete some or all of your rehab program effectively through virtual care.

We are happy to do our part to keep you and your family safe, and we ask that you do yours:

- To make an appointment, call us or book online. No walk-ins please!
- Please complete and sign our online COVID19 screening questionnaire before each visit. If it's not possible to do this online, you can complete it on entry to the clinic.
- Your temperature will be screened on entry with an infrared touchless thermometer. If you demonstrate symptoms or have a history of possible exposure to COVID-19, you will be asked to cancel your appointment. You will not be charged a cancellation fee. You will have the option to reschedule a virtual TeleRehab appointment if you wish.
- You will be provided with a new medical procedure mask to wear during treatment. If stored carefully, this mask can be worn again for subsequent treatments. If you have your own clean medical procedure mask, please bring it with you. Emerging evidence supports the use of these masks to prevent asymptomatic transmission of COVID-19. We are using masks to protect patients and staff.
- Please arrive on time for your appointment. If you are early, please wait in your car until your appointment time.
- Please use the hand sanitizer provided at the clinic entry, and follow all hand washing instructions during your visit.
- Please tell us if you have underlying health conditions so we can take extra precautions.
- Please have only one parent accompany your child if your child is coming for treatment.
- Please stay home if you are unwell and/or have traveled outside of Yukon in the past 14 days; or if you have been in contact with someone who has travelled/is unwell.
- Please bring only essential items into the clinic.
- Please do not bring your children to your treatment session. Exception - if you are a new mom, you can bring your baby to your pelvic health sessions.
- Please be mindful of physical distancing while in clinic.

Thank you for your help, and we look forward to seeing you!