

We hope this message finds you and your family in good health. Our communities have been through a lot over the last few months, and all of us are looking forward to resuming our normal habits and routines. While many things have changed, one thing has remained the same: our office's commitment to your safety.

Infection control has always been a top priority in our practice. We follow recommendations and guidelines made by the Ministry of Health and our governing professional licensing bodies. This allows us to make sure that our infection control procedures are up-to-date and enables us to provide the safest environment for our patients and their family members.

We ask that you please be patient and understand that we will do our best to accommodate your scheduling needs as we know many of you are anxious to get back into our office.

Upon scheduling an appointment, a verbal COVID screening will be administered. We will postpone treatment for any patient who has experienced or been in contact with someone who has experienced the following symptoms within 14 days of the scheduled appointment date: fever, new onset of cough, worsening chronic cough, loss of taste and/or smell, flu-like symptoms, shortness of breath, difficulty breathing or shortness of breath, sore throat, difficulty swallowing, chills, headaches, nausea, vomiting, diarrhea, pink eye, runny nose/nasal congestion and abnormal fatigue.

Upon your arrival, a second COVID screening will be performed, which may include a non-contact temperature check.

We will be scheduling appointments in a manner that promotes social distancing and allows for adequate time for us to disinfect all areas of use in between patient appointments.

Please arrive at your scheduled appointment time, unless you have been asked to come in early to complete paperwork. Where possible, paperwork will be emailed to you to complete at home.

We ask that patients enter the office unaccompanied, if possible. For those patients who need a support person to accompany them, we ask that this be limited to a single person.

Every person entering the office is expected to wear a face covering. This mask can be one of your choice as long as it covers the nose, goes under your chin and fits well and does not gap on your cheeks. You will also be asked to sanitize your hands immediately upon entry.

Social distancing measures will be enforced. You will notice large round markers on the floor in front and around our front desk to ensure everyone is at least 2 m (6 ft.) away from each other at all times.

Our staff will be wearing all of the recommended level of personal protective equipment required for your type of treatment. Staff also complete a daily screening for COVID 19 prior to the start of each shift.

What to bring to your appointment:

- **Mask (cloth or otherwise)**
- **Pen for your own use**
- **Small bottle of hand sanitizer for your personal use**

We ask that you limit the personal belongings you bring with you to your appointment. Bring only what is necessary for the appointment please.

Thank you for being part of our Skill Builders Rehab family. We value your trust and loyalty and look forward to welcoming back our patients, neighbors, and friends. If you have any questions, please call us. See you soon!