

## **Information for patients**

### **Before You Come:**

- Monitor your health. If you are feeling unwell, or experiencing any symptoms of illness such as fever, trouble breathing, sore throat, sneezing and/or coughing, please contact us to reschedule your appointment and call 8-1-1 for guidance. We will waive any late cancellation fees if you need to reschedule due to illness.
- You are required to complete the **Mandatory COVID-19 Screening Questionnaire** 24hrs before your appointment. It will be emailed to you 36hrs before your appointment. We will check to confirm that you have completed it.
- Come to your appointment wearing a clean disposable or reusable mask that can be worn throughout the treatment. Please do not wear a mask with a valve. These do not protect others if you are infected as they allow air to flow out. If you cannot wear a mask (due to a health condition or difficulty breathing), your practitioner must use their professional judgement to assess the risk of providing or continuing treatment. If they determine it is not safe to provide treatment, they can refuse to treat you. We will have masks for sale for \$2.50 if you do not bring one.
- Leave unnecessary belongings at home (example: backpack, water bottle).
- Wear/bring appropriate attire (shorts, sports bra).
- Arrive alone (except those requiring assistance or a guardian of a minor patient).
- Use the washroom before coming to your appointment.

### **When You Arrive:**

- Please arrive on time. If you are late, your treatment time period cannot be extended.
- If you have a mask, please put it on BEFORE entering the clinic.
- Step inside the clinic and WAIT BY THE DOOR (where the stop sign is on the floor). Your practitioner will meet you there and ask you the questions from our **Mandatory COVID-19 Screening Questionnaire**.
- If you pass screening, your practitioner will give you hand sanitizer (**please do not help yourself**) and lead you to a treatment room. Health care workers who have come in contact with patients with COVID-19, may be treated, as long as they were wearing full personal protective equipment at the time, and their practitioner is comfortable doing so. Please inform your practitioner before coming to your appointment if you are a health care worker in contact with COVID-19 patients.
- For insurance purposes, you must also complete the **Covid-19 Patient Risk Screening Questionnaire**, as well as the **COVID-19 Patient Release of Liability and Waiver**. The screening questionnaire must be completed before every treatment. We will have copies for you to sign. To save time, you can read them here before your appointment: [http://crooksandco.ca/COVID-19\\_Screening\\_Questionnaire\\_and\\_Waiver.pdf](http://crooksandco.ca/COVID-19_Screening_Questionnaire_and_Waiver.pdf)

- If you are under 18 years of age, a parent or guardian will need to sign the waiver before you can receive treatment. They can quickly do so at the office when you come in for your appointment (they will need to wear a mask) or by printing and signing the form before your appointment and having you take it with you to your appointment.
- Remember that social distancing protocols (6 feet / 2 metres apart) are in place while in the clinic (except when being treated).

### **After Your Treatment:**

- Leave promptly after your appointment so that we can clean for the next patient.
- Please pay by e-transfer. No payments by cash or cheques will be accepted.
- Book your next appointment by phone or online: <http://crooksandco.janeapp.com>

### **What We Are Doing:**

- We will be wearing a mask and may wear additional protective equipment like gloves or eye protection as appropriate.
- Cleaning breaks have been added between every patient to allow for sanitization of the office space, treatment rooms, etc.
- We will follow strict hand washing protocols.
- We will monitor our health for symptoms and not come to work if we are sick.

### **Remember, the best way to prevent the spread of infection is to:**

- Wash your hands often with soap and water for at least 20 seconds;
- Avoid touching eyes, nose, mouth, especially with unwashed hands;
- Avoid close contact with someone who is sick;
- Cough and/or sneeze into your sleeve and not your hands;
- Practice social distancing, avoid large gatherings and wear a mask;
- Stay home if you are sick to avoid spreading illness to others.

If you have any concerns or questions, we invite you to reach out to us.

**Please note: While Crooks & Co. has taken all the measures to minimize the risk of viral transmission, the nature of massage therapy, or craniosacral therapy, means that physical distancing is not possible in the treatment room. Hence, there is still a risk of viral transmission from asymptomatic spreaders. This is an unavoidable risk of practice until there is either an effective treatment or an effective vaccine against COVID-19.**