



WE'RE OPEN!

It has been over 8 weeks since we made the decision to suspend services for the safety of our community and staff. The Provincial Government notified us that as of Monday June 1st, we could reopen our doors! We are so excited to welcome you back and cannot thank this community enough for your patience and support throughout all of this.

We at LiveWell knew that returning to the clinic in a timely manner would require many steps and great consideration to prepare a safe and productive work environment. This notice will outline the steps we have taken in the clinic as well as direction to the patients attending the clinic to exceed government standards.

Our entire team has been eagerly awaiting the opportunity to provide health and wellness to our LiveWell community. We have met virtually as a team several times to discuss the best approach to ensure the safest environment for practitioners, staff, and most importantly our patients.

Clinic Changes to Ensure Social Distancing

1. Our waiting area is closed
2. **"Just On Time"** arrival for scheduled appointments
3. No walk-in appointments
4. Mandatory mask requirement for all patients and staff
5. Mandatory hand cleaning immediately upon entry
6. Separate **entrance** and **exit**
7. Distance markers to maintain 2 metre spacing
8. Increase in LiveWell's sanitization process
9. Increase spacing between patient visits: limit cross over and increase cleaning time
10. Protective barrier dividers in front desk area
11. Increased tap limits and offering E-Transfer for payments
12. E-Invoices for paperless interactions

Patient Requirements for Attending

1. Masks must be worn at all times when entering and navigating the clinic
 - a. LiveWell has cloth masks available for donation to GRH for \$5
2. Enter the clinic **ONLY** at your exact appointment time when space permits
3. Wait in social distance line at your designated appointment time for your practitioner to escort you in
4. Mandatory declaration of possible virus contact (verbal or electronic)
5. Bring only personal items **absolutely necessary** to your treatment (keys/phone)
 - a. Individual sanitized basket will be provided in each treatment area
 - b. Bring **ALL** personal items to your treatment room/area (Jacket/shoes)
6. Use restroom for emergencies only
7. For detailed inquiries, booking etc... please call or email the clinic to avoid crowding
8. Exit the clinic as directed by your therapist immediately following your treatment session

All of us at LiveWell want to express our sincere thanks to each and every patient. We understand these new policies may lack the personal touch that LiveWell is known for, but we are committed to providing the highest level of care in the safest environment possible. We hope that you, our valued patient, can attend appointments confidently, knowing that LiveWell has prepared the safest environment for you.

If you have any questions or concern, please contact us at
kitchener@livewellhealthandwellness.com

We are looking forward to seeing you back in the clinic!
Even though we might not be able to see those smiles under your masks we know they are there!

Sincerely,
Your Team at LiveWell