



WE'RE OPEN

We at Livewell know that we need to be diligent and effective to remain open to provide our patients with the highest level of health and safety. Listed below is an outline of how we intend to accomplish this and the steps we are taking to flatten the curve throughout the remainder of this pandemic. We intend to direct our patients with the following protocols and hope to exceed government standards.

Our entire team has been eagerly awaiting the opportunity to provide health and wellness to our Livewell community. We continue to discuss our safety plan and make corrections as we see fit. We want to ease your minds and 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

We are so excited to continue to serve our community and cannot thank this community enough for your patience and support throughout all of this.

Patient Requirements for Attending

1. **Masks must be worn** at all times when entering and navigating the clinic
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@livewellhealthandphysiotherapy.com

We are looking forward to seeing you 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