

May 19, 2020

Dear valued patients,

Here at Spineworks, we are committed to protecting the health of our patients, staff, and practitioners. As we reopen our doors, we want to reassure you that we have carefully reviewed the requirements and recommendations set forth by the Provincial Health Officer, WorkSafe BC, and the respective health professional colleges. Your usual visit will look a little different; and as such, here are the protocols and procedures we've implemented to ensure the health and safety of everyone concerned:

- Each practitioner and staff member will be required to self-assess prior to each shift. They will monitor for symptoms of COVID-19 and will remain at home if they are experiencing any symptoms, including cold/flu symptoms. They will also self-assess their own personal situation outside of the clinic, and will make their best judgement based on their situation (who they have come in contact with etc.) and will decide if it is safe to work. If they feel they are at risk, they have been asked not to treat patients and stay home.
- Patients will be screened 3 times prior to treatment:
 1. At appointment reminder
 2. When they arrive for their visit by front desk staff
 3. When they enter the treatment room by practitioner
- Patients will be required to remain in their cars until called by front desk staff to enter clinic for their appointment, to limit close contact with others
- All appointments happening at the clinic will be staggered to reduce traffic
- There will be a reduction of patient visits each day to ensure proper cleaning protocols are followed
- Patient must arrive unaccompanied unless patient is a minor or needs assistance
- Patients will be required to use hand sanitizer upon arrival and departure of clinic

- Patients will be required to wear a mask at their visit. If they do not have their own mask, one will be provided for them when they enter the clinic
- If for any reason the patient must wait in lobby, they must ensure that they are following social distancing practices
- Social distancing maintained within the office setting including staff and practitioner; 2 metres / 6 feet. Markings on the floor have been installed
- No use of tablets/shared devices will be permitted
- A plexiglass shield has been installed at the front desk
- All high touch areas to be cleaned after every patient
- All other areas frequently cleaned – minimum 3x/day
- Use of masks is required for all staff, practitioners and patients
- Other forms of PPE available upon the request of patient (eg. face shields)

These protocols and procedures have been put in place for your safety and the safety of others. We welcome you back with open arms (at a distance of course 😊). We hope to see you soon, and if you have any questions or concerns, do not hesitate to contact us at any time.

Take care and stay safe,

Team Spineworks