

COVID-19 Protocols

Providing safe and accessible in-person care is our top priority. As Regulated Health Professionals we are trained in infection control practices and are required to adhere to stringent standards to best protect the safety of our patients and our staff.

Our COVID-19 Protocols include:

All patients are screened for COVID-19 twice before entry. Two questionnaires are required to be completed before your treatment starts – one that is sent via email through JaneApp to be completed before your appointment, and another completed in person in the clinic.

Patients or staff who have exhibited symptoms of infection or travelled internationally in the past 14 days, or who have been in close contact with someone who has, are asked to contact Public Health and stay home until they are finished their 14-day self-isolation.

All patients are required to wear a medical-grade mask while in our clinic. If you do not have a medical-grade mask, one will be provided to you at not extra charge. Gator-style masks are not considered safe or appropriate at this time, so please wear one of the provided masks. If you cannot wear a mask for the duration of your appointment, please cancel your appointment and contact us so we can help find safe options for your treatment goals.

Physical distancing is required for all patients and staff:

- Patients are asked to come to their appointments alone unless absolutely necessary.
- Patients are asked to arrive as close to the starting time of their appointment as possible and leave immediately following their appointments. Waiting outside of the clinic or in their cars is be encouraged.
- We have added more time between visits to decrease overlap of patients and ensure effective disinfection of rooms.

Rooms are disinfected after each patient with appropriate agents effective for COVID-19.

Please do not arrive more than 5 minutes ahead of your appointment time.

Please sanitize your hands upon entry into the office.

Questions? Please [email](#) us! We are happy to help.