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Dear Patients,

Re: Health and Safety Protocols for Patients visiting our Office

As we gradually return to our office from lockdown due to the COVID-19 pandemic, we have received directives and protocols from our regulatory college (COCOO) for health and safety measures for our patients, our staff and ourselves as practitioners. We are determined to meet all of these standards. In addition, we will be giving you specific instructions in this document with respect to making your visit to our office as safe and practical as possible. I, my staff, and all the healthcare providers in our offices are making a commitment to constantly apply safety protocols to ensure everybody receives the care they are seeking, in a safe and trustworthy environment.

Here are some of the highlights of changes that you will experience before and during your visit:

- Please ensure that you (and the person who may be accompanying you) have no symptoms of COVID-19 before you come to see us—-please refer to attached checklist
- When you arrive for your visit, please wait in your car and call our office—we will tell you if and when you may come in for your appointment
- You MUST wear a face mask when you enter and during your visit at our office
- Please take your temperature at home—as soon as available we will be doing touch-less temperature checks
- For everyone's protection, we have installed a plexiglass shield on the reception counter
- All transactions and appointments will be arranged in front of the plexiglass shield
- We will continue to employ disinfecting routines of surfaces between patients and sterilization of instruments, including the use of biological controls

To ensure everybody's well-being and safety, we are asking for your complete cooperation in all aspects of the procedures described below. All of our safety depends on it. Please follow or be aware of the protocols below:

A) Before you leave your home for EVERY TREATMENT in our office:

Remember that those over the age of 60, or with underlying medical conditions are at greater risk

- Please review or remind yourself of the instructions and protocols below
- If you have any questions before you come, please contact our office
- Go through a checklist of COVID-19 symptoms, which include:
 - The most common symptoms are fever > 37.8, new or worsening cough, shortness of breath
 - Other possible symptoms: sore throat, hoarse voice, difficulty swallowing, changes in smell and taste, nausea/vomiting, diarrhea, abdominal pain, runny nose, sneezing, nasal congestion—there has been evidence of foot lesions in some
- If you have the slightest suspicion that you may have COVID-19, PLEASE DO NOT COME TO YOUR APPOINTMENT. Instead, you should contact your family physician or go to a testing centre, or call Telehealth Ontario at 1-866-797-0000 for further instructions.
- If you were told or suspect that you were exposed to an individual with COVID-19, you must quarantine or self-isolate for 14 days
- Always come by yourself (unless you need assistance for mobility or communication) as we are not using our waiting room
- We strongly recommend you have a bathroom visit at home before your visit, to avoid public washrooms

B) When you Arrive at Our Office Building:

- We are not using our waiting room and will be seeing only one patient at a time, Therefore:
 - If you arrive by car, please call or text the office, and we will tell you when to come up
 - If you arrive by public transit, please call and wait outside if weather permits, or in the lobby and we will tell you when to come up
- When told to come up, please wait at the entrance to our office, we will tell you when to come in
- Please remember to wear your MASK upon entering the building and throughout your visit

C) When you enter our office:

- We will again ask several of the same screening questions regarding symptoms and travel
- We will begin taking temperatures—if your temp is elevated or there are concerns with some of the screening questions, I will instruct you to contact Telehealth Ontario, contact your MD, &/or go to a testing centre—you will NOT be allowed to continue with your visit
- If all is okay, you may enter the office, hand sanitize and be escorted to the exam room

D) When Your Appointment has Concluded:

- You will go to the reception area, always remaining in front of the plexiglass, where you can book your next appointment, and pay for our services
- We encourage debit or credit cards, limiting cash payments and electronic contact
- Once completed you should leave the building immediately so you can maintain physical distancing from our next patient or those from other offices

Thank you for your co-operation! We look forward to assisting you safely.