



WE ARE OPEN!

We have been busy preparing for our clinic re-opening with the safety of our patients and staff remaining our top priority.
We are ready for you!

Here are some of the steps we have taken to lower the risks of spreading Covid19 and what you can expect at your next visit:

What we are doing:

- Physical distancing measures are in place, including floor markers both in and outside of the clinic.
- Strict sanitization and disinfection practices in place.
- Fewer number of people in the clinic at one time to ensure physical distancing is maintained.
- Mask requirement for all patients. Please bring a mask from home. If you do not have a mask one will be provided for you at your appointment.
- Staff will be wearing Personal Protective Equipment as directed by Public Health and our governing bodies.
- On-line or over the phone booking and payment is encouraged to minimize crowds at the front desk and lobby (payments can be done via e-transfer or via credit card over the phone).
- Covid19 screening of every patient at the time of booking, 24 hours prior to appointment as well as on arrival.
- Staff Covid19 screening daily.
- All Back Works staff members were tested for Covid19 just prior to re-opening.

Arriving For Your Appointment:

- Please arrive at the clinic close to your appointment time. If you arrive early, please wait in your car or outside 2 metres from others.
- At your appointment time, please stand outside of the side entrance to the clinic (to the left of the main entrance) on the ground markers and your therapist will come out to greet you (there is no need to call us when you arrive). There will be a couple of chairs available if you are unable to stand.
- If you have a mask please wear it; if you do not have a mask we are happy to provide you with one. We encourage a donation to the food bank for masks provided.
- Each patient will be asked to wash hands upon entering the clinic, as well as before you leave at the end of your session.

Other Considerations:

- To minimize the number of people in the clinic, we ask that you attend your appointment alone unless a support person is required.
- Please avoid coming to the clinic without an appointment. You may call or email to schedule an appointment.
- If you are feeling ill please do not come to the clinic. We will be happy to reschedule your appointment.

Please be patient with us as we navigate these new changes. We apologize for any inconveniences.

We will also continue to offer TeleRehab if you prefer to continue treatment from the comfort of your home!

To book your next appointment,
please email us at admin@backworks.ca or call us at 519-746-8172 and leave a voicemail.

Your calls will be returned promptly.

We all look forward to seeing you again!

The Back Works Team

