

# COVID-19 Communiqué

## How We Are Protecting our Clients and Patients

January 18, 2021

Rehab first has implemented protocols across our Ontario-wide service area, which are compliant with government COVID-19 directives and those issued by the colleges that regulate the practices of our many health professionals. Those protocols include a number of precautions that we have instituted to safeguard the health and wellbeing of our clients, their families and our staff. Some of them require your assistance.

When we call you or you call us to schedule an in-person appointment either in your home or in one of our clinics, your consultant will ask you several questions which are designed to ensure that if you exhibit COVID-19 symptoms, you seek appropriate care, but also to avoid the risk of transmission to others. These questions will usually be asked a second time, either immediately before your appointment, upon arrival at one of our clinics, or upon our arrival at your home.

If it is a home visit, our therapist may ask to use your washroom to wash his or her hands upon arrival, and again upon departure. Alternatively, you may observe our therapist using alcohol-based hand sanitizer in place of soap and water upon arrival and departure.

You will also see your therapist wearing one or more Personal Protective Equipment, or PPE, items such as a face mask, gloves, a gown and glasses, goggles or face shield. We are required to wear such PPE to protect you, your family members and ourselves.

We may ask you to wear a mask, and if so, we will supply it at the time of the appointment. You can choose to store this mask until your next appointment or be provided with a new mask at that time. We will also supply it to family members with whom you are going to be in close proximity during your assessment or treatment session. Upon completion of your in-home session, we may ask you if we may dispose our PPE in your waste disposal bin. This disposal method eliminates any risk of further transmission of virus if it was present in your home.

If your course of therapy requires that your therapist drive you to a specific location, such as a gym, you will be asked to seat yourself in the rear of the vehicle in order to ensure adequate distancing.

Upon arrival at our clinic, you will be asked to sanitize your hands and take a mask for yourself and any attending family members over the age of two. The cleaning and sanitizing practices for all touchable surfaces in our clinic, including washroom handles, therapy bed surface and reception room seats and armrests are rigorous. Our seating arrangements in the reception area have also been modified to ensure that social distancing is maintained. Similarly, the number of patients we see is being limited to ensure that distancing is maintained.

Thank you in advance for your understanding. Times like these require special precautions. Taking them will ensure that your course of treatment or therapy continues without worry.

Sincerely, Your Rehab First support team.



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