

Dear Patients and Caregivers,

Given the global pandemic status of the Corona Virus (COVID-19), rest assured, your health and safety remains our top priority. Following a close review of information from public health agencies and our professional associations, our current clinic operation will be as follows:

* Our **Chiropractic** services will remain **open** to provide **“EMERGENCY/ACUTE”** care. We are accepting appointments for the following situations:

- Patients who have suffered a recent injury resulting in nerve impingement, joint restriction or soft tissue sprain/strain.
- Patients dealing with incapacitating neuromusculoskeletal problems or pain which is impairing their functional capability to perform activities of daily living.

* We are taking every precaution to ensure your wellbeing during your visit to our clinic.

1. Spacing out appointment allowing for physical distancing. We ask that if you are able to come to your appointment by yourself, please do so, otherwise please limit additional guests to only necessary caregivers.
2. Patients will be directed to either use hand sanitizer to wash hands when they enter the office and upon exiting the office
3. We have increased vigorous cleaning measures throughout the day
4. Practitioners will be wiping down their modalities, tables and exam tools after each use
5. Practitioners will sanitize their hands before and after each patient contact
6. Patients will not be penalized with any ‘missed appointment’ fees for any cancellations that are due to Coronavirus concerns
7. Scheduling of special time blocks for immune-compromised patients

* Please note that we will not be able see anyone with the following condition(s):

- A. Travelled outside the country in the last 14 days
- B. Feeling unwell with signs of COVID-19 infection which include fever, shortness of breath, coughing, and sore throat
- C. Had close contact with a person who has COVID-19 in the last 14 days

Given the evolving response to COVID-19, our office hours may change. We will be posting any change outside of our regular operating hours on our website www.yourchiro.ca and Facebook page <https://www.facebook.com/DixieDundasChiropractic/>

Please reach out to any of our staff with any concerns or questions you may have either by phone or email. Thank you for entrusting us with your care. We are proud to serve you and look forward to continuing to do so.

Yours in service,

Dr. Andre Rodrigues & Dr. Thao Bui