



# NEW HAMBURG WELLNESS CENTRE COVID-19 HEALTH & SAFETY FOR PATIENTS

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Our goal is to provide an environment where the safety and well-being of our customers, employees, their families, and the community is our top priority.

New Hamburg Wellness Centre (NHWC) has developed COVID-19 safety policies and procedures that were implemented effective **June 1, 2020**. These policies exceed public health requirements and will remain in force for the foreseeable future to keep you safe.

To return for services at NHWC, there are some guidelines that you, your Health Care Practitioner and the office staff must follow for everyone's health and safety.

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## 1. Active Screening

- This may be conducted over the phone before your in-person visit and/or upon your arrival at the office. The screen consists of the following 3 questions:

1. Do you have a confirmed case of COVID-19 OR had close contact with a confirmed or probable COVID-19 case without wearing proper Personal Protective Equipment (PPE)?
2. Have you travelled outside of Canada in the last 14 days?
3. Do you have any of the following symptoms: fever/chills, new or existing cough, difficulty breathing, sore throat, difficulty swallowing, runny nose/nasal congestion without other known cause, decreased or loss of sense of taste or smell, pink eye, extreme fatigue, nausea/vomiting, diarrhea, or abdominal pain?



If you answer **Yes** to any one of the 3 questions, please do the following:

- Not attend in person at our office for at least 14 days.
- Complete the [Ontario Government's Self-Assessment](#)
- Contact an appropriate medical authority to report your condition and seek treatment if necessary.

### Self-Assessment Screening

You may also complete the above screening questions as a **Self-Assessment**.

- If you answer **Yes** to any one of the 3 questions, please follow the instructions above.
  - If you answer **No** to all 3 of these questions, you may contact our office to book an appointment.
  - If your health situation changes (i.e. Answer of **Yes** to any one of the 3 questions above) between the time of your booking and your actual appointment time, please call our office to cancel your appointment AND follow the instructions above.
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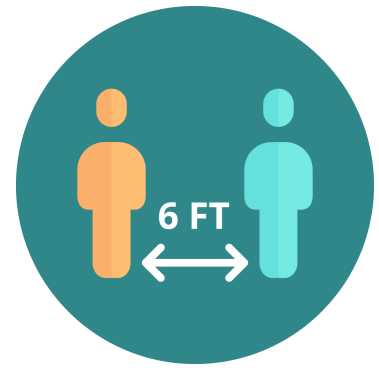
## 2. Passive Screening

- Please read and follow the instructions on the screening signage within the office.
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### 3. Patient Requirements For Appointments At NHWC

- Follow all signage and instructions upon entering the clinic.
- Enter the clinic ONLY at your exact appointment time when space permits.
- Please attend your appointment alone; no guests or children will be permitted. Essential visitors/aids will be permitted.
- Families who live together & are being treated, can come as one unit but will be required to physical distance from other patrons.
- Wait in a physical distance line at your designated appointment time for your practitioner or staff to escort you in. Also maintain physical distancing of 6 feet (two metres) whenever possible throughout your visit.
- Sanitize your hands upon entering the clinic and as you leave. There will be hand sanitizer available throughout the clinic and in all treatment rooms.
- It is highly recommended to wash your hands again as soon as you return home.
- All patients are required to wear their own facial PPE/mask at all times when inside the clinic. Here is a video on how to wear your mask:  
[https://www.youtube.com/watch?v=qilLP\\_UnaHg](https://www.youtube.com/watch?v=qilLP_UnaHg)
- Bring only personal items absolutely necessary to your treatment (i.e. keys/phone/wallet) and bring ALL personal items to your treatment room/area (i.e. jacket/shoes).
- Use restroom for emergencies only.
- Exit the clinic as directed by your therapist or staff immediately following your treatment session – this may be through a different route from your entry into the clinic.
- Mandatory declaration of possible virus contact (verbal or electronic).



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### Additional Safety Measures We Have Implemented At NHWC:

- Installation of a plexi-glass barrier at the front desk.
- Tape markers and rearranged office layout and traffic flow for safe physical distancing; including exiting out the back door.
- Secondary areas for scheduling appointments and accepting payments to minimize front desk traffic; use of contact-less payments and e-mailed receipts to limit paper.
- Removal of all soft materials (magazines, books, business cards, etc.).
- Covering of all soft cloth chairs.
- Regular strict cleaning and disinfecting of the entire office.
- Mandatory use of medical grade facial PPE/masks for all health care practitioners and staff, including following protocols for personal and clinic hygiene.
- On-site laundry facilities for increased cleaning capability.
- Minimized staffing.
- Creation of a safe patient flow schedule. Practitioner schedules have been adjusted to allow suitable time for proper cleaning and disinfecting between treatments, and to limit the number of people in our office.
- All team members have been trained on new return to work health and safety practices and requirements.
- A registry of all people entering the clinic will be kept to help with contact tracing, including essential visitors/aids and those delivering supplies and goods.

