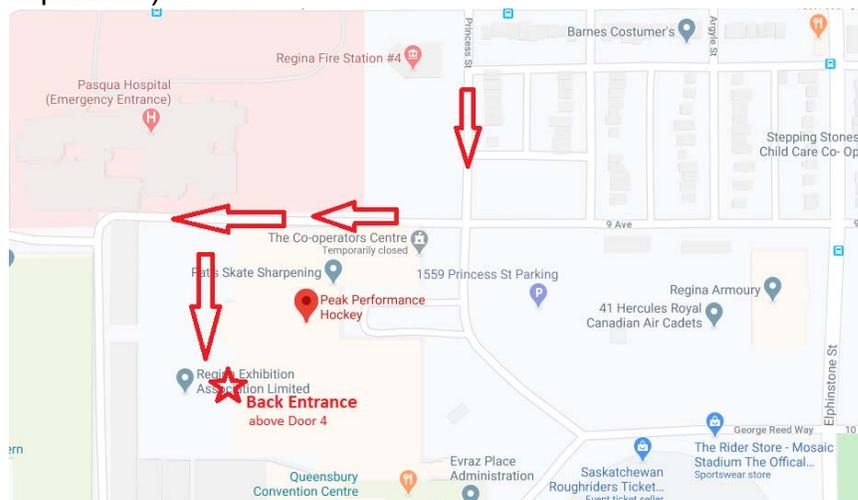




O'Neill  
Sports Therapy

### **COVID-19 Guidelines for Patients**

- If you are not feeling well, have come into contact with someone who has COVID-19, or have been outside of Canada in the last 14 days, please cancel your appointment and reschedule for another time.
- Our cancellation policy will not apply to anyone who must cancel for the above reasons, our no-show policy will still apply. If you need to re-schedule your appointment, please e-mail ([adam@oneillsportstherapy.com](mailto:adam@oneillsportstherapy.com))
- On the day of your appointment you will receive an e-mail from us with a COVID screen that must be completed prior to your appointment time.
- New assessments, will be sent all paperwork to be completed online prior to your appointment to decrease contact and time spent in clinic.
- Please arrive ON TIME for your appointment and no more than 5 minutes early, this decreases the number of people in the clinic at once and allows for us to properly clean in between patients.
- Please come alone to your appointments, minors are allowed ONE guardian to accompany them.
- Please park at the back of the Co-Operators Center, look for Door 4 as our entrance is directly above that (see map below).





# O'Neill

## Sports Therapy

- Please leave personal belongings in your car and only bring into the clinic what you need (e.g. wallet and keys).
- Please arrive dressed appropriately (e.g. clothes that you can move in, access to body part being treated – tank tops for upper body injuries, shorts for lower body injuries).
- Please wait in your car and call 1-639-571-0844 and we will let you in the back door when we are ready for you.
- All patients must use hand sanitizer upon entry into the building.
- A mask must be worn anytime you are within 2 meters (6 feet) of your therapist, please bring one with you.
- Your therapist will be wearing a surgical mask for the duration of your appointment.
- Your therapist will be washing their hands with soap and warm water before & after every patient.
- The room will be disinfected prior to your appointment. Every surface that was touched will be wiped down between patients and a thorough cleaning will be performed at the beginning and end of every day.
- If possible, we would appreciate payment done online through the JaneApp to reduce contact.

**Thank you so much for your support during these times! As a small locally owned clinic, your business really does mean a lot to us.**