



Dear Pinnacle Family,

**It is with great excitement that we announce on Monday, June 1st, 2020 Pinnacle Physiotherapy will resume in-clinic services.** Virtual sessions will continue to be available, if you prefer. We have taken measures to ensure the safety of our patients and our team as we plan this re-opening. It is our hope that you take comfort in the precautions that we have taken at our facilities.

In light of these changes, things will look a bit different when you visit one of our clinics for treatment. **In an effort to remain proactive, we will be screening all of our patients and ask if you exhibit any of the COVID-19 symptoms that you kindly reschedule your appointment until you are medically cleared.** These symptoms include but are not limited to fever, cough, difficulty breathing, and pneumonia. **In addition, we are requiring our staff and anyone entering the clinic to wear a face mask. If you do not have a mask, we will have them available for purchase at the front desk.** If you choose to wear gloves, we will provide you with a fresh pair before entering the treatment area. If you prefer not to wear gloves, we ask that you please sanitize your hands before proceeding into the treatment area.

**We have thoroughly disinfected all our facilities and will continue to disinfect all tables, equipment, and contact points in between each and every patient.** Also, to ensure your safety, we are limiting the number of patients treated at one time. We ask for your understanding when scheduling your appointment. **We are asking all patients to arrive at the time of your appointment, to assist us in reducing the number of people in the clinic at any particular time.** If you arrive early, please wait in your vehicle until your scheduled appointment. If someone is dropping you off, we ask that they wait in the vehicle unless you require assistance entering our clinic.

**We have spaced out our equipment to maximize social distancing and to minimize the need to move about the clinic. We ask for your patience as we adapt to this new manner of treatment.**

We will continue to follow the Ministry of Health guidelines to help ensure that everyone is safe when visiting our facilities. We thank you for your cooperation and it is our hope that you can rest assured that we are implementing these best practices for the well-being of our patients and our team.

Sincerely,

Your Pinnacle Physiotherapy Team