



Mountainview Health and Wellness is welcoming you back!
Our clinics have taken the necessary measures against COVID-19.
We are asking our patients and staff to follow the protocols below.

Protocols for Patients:

- In order to accommodate physical distancing, appointments times are staggered.
- Please reschedule your appointment if you have become sick, are placed on self-isolation, or have travelled out of the country within the last 14 days
- Please attend appointments alone if possible. Do not bring friends or children
- When you are early for your appointment, please wait outside as space inside is limited.
- Forms that need to be filled out will be emailed to you before. Please complete and email to info@mountainviewhealth.ca prior to your appointment.
- Please wash and sanitize your hands before and after your appointment.
- We highly recommend you to wear a mask. Available for \$1.- at the front desk.
- Please allow us at the front desk to take your temperature before your appointment.

Protocol for Staff:

- All staff must get their temperature checked upon arrival
- All staff is provided with face shield/mask and highly recommended to change into new clothing
- Once client arrives, medical staff comes and take their patient to the room by following the one way in, and one way out rule and screen their clients
- All staff must wash and hand sanitize in-between each client
- After using towels and sheets must be placed into laundry hamper
- Light switches, seating areas, beds, shelves, and machines must be cleaned and disinfected between each clients
- Gloves, disinfecting sprays, sanitizer sprays, hand sanitizers are in each station
- Medical staff is aware that there is 15-30 min gap between each client to insure there is enough time to sanitizer and disinfect in between.

Protocols for reception/waiting area:

We have posted signs at the entrance of the clinic and inside the clinic to highlight the protocols for our patients and staff. Patients are asked to wash their hands to the nearest washroom before entering the and again when leaving.

- We have placed lines on the floor to mark a 1.5 meter distance in the reception area. Throughout the clinic arrows are placed directing a one way in and way out.
- Plexiglass barrier shield are placed at the reception desk
- All patients are screened when they check in by completing the COVID-19 form and their temperature will be taken at the front desk.
- We are trying to limit the use of paper with transactions/payments by emailing receipts to clients and using tap.
- Patients who come in early are being advised to wait outside or in their vehicle.
- All unnecessary items such as magazines, toys, candy, etc. are removed.
- We are using disposable water cups and single use items when necessary.
- Before, between, and at the end of each day we are insuring to wipe and sanitizer all treatment areas, equipment's, washrooms, commonly touched surfaces and shared equipment's.
- Towels, sheets or any other items contacting patients are to be discarded and being washed between each use.
- Cleaning and disinfecting daily check lists have been placed in the staff room/kitchen and three bathrooms.
- We encourage therapists to change into separate clothes when and footwear before starting and when leaving work. Work clothes should be placed in a bag and be washed at the end of every shift.
- Patients will be screened three times:
 1. When contacted for their appointment reminder
 2. When they arrive at the clinic
 3. When they enter the treatment room

THANK YOU FOR YOUR COOPERATION!