



Office Safety Precautions in Effect During the Pandemic

As we gradually resume in-person appointments, our office is taking the following precautions to protect our patients, ourselves and help slow the spread of the coronavirus.

- Office seating in the waiting room and in therapy rooms has been arranged for appropriate physical distancing.
- Our staff and patients are required to wear masks in the waiting room and during set up of neurotherapy appointments.
- Everyone is encouraged to wash their hands before and after the appointment. Public washroom facilities are located on the third floor of our building. These facilities are sanitized 3 times daily
- Hand sanitizer that contains at least 60% alcohol is available in the therapy rooms and at the reception counter – we encourage people to use it.
- We will be scheduling appointments at specific intervals to minimize the number of people in the waiting room.
- We ask all patients to time their arrival such that they have time to go to the washrooms located on the 3rd floor and wash their hands and then arrive in our office no earlier than 5 minutes before their appointment times. If you are being dropped off much earlier than your appointment time or taking the bus, please let us know in advance so that we can make the necessary arrangements in order to avoid overcrowding the waiting area.
- Areas that are commonly touched are thoroughly sanitized after each appointment. Common areas are thoroughly disinfected mid-day and at the end of each day. Detailed cleaning of the entire office space is performed at the end of each week.

We will be sending out an Informed Consent Form for in-person appointments during COVID-19, which we ask that you read and sign prior to resuming in-person appointments.

For any questions prior to your appointment, please contact our office at 778-440-4040 or reception@ellenconnell.ca