

**Re-Opening Policies and Procedures
Effective June 1, 2020****Booking:**

- Most consultations will continue to be done via telemedicine (phone or video available) at this time.
- In person appointment will be offered for B12 injections starting June 3, 2020, and acupuncture and conditions which cannot be treated via telemedicine starting June 8, 2020. You will be able to pick up supplements if you are here for a visit.
- We will reassess at the end of June.
- Extra time will be booked between appointments, to allow time for cleaning and disinfection.
- You will be screened for COVID-19 symptoms and exposure when booking an in-person visit. If you have any symptoms, you will need to either wait, or book a telemedicine visit.

On Arrival:

- The door will be locked until we are ready to admit you. Please be on time, but not early or late for your appointment, if at all possible. If the door is locked on your arrival, please be patient, we'll be there as soon as possible.
- Please wear a mask to your visit. This is to protect our staff if you are an asymptomatic carrier. We will also be wearing masks, or be separated from you by a barrier at all times, to protect you, if we are asymptomatic carriers.
- We do not have enough masks to supply you all with one, so please bring your own, if at all possible. A scarf, bandana or buff is also adequate. If you don't know how to properly use a mask, check out our Facebook page. There's a great YouTube video there from Dr. Hinshaw, Alberta's Chief Medical Officer.
- You will be screened again for COVID-19 symptoms and exposure on arriving. If you screen positive, you will need to reschedule your appointment, so if you develop any symptoms before your appointment, please call us to reschedule, rather than wasting your time coming here.
- You will be asked to use hand sanitizer on entering the clinic.
- We will be trying to avoid having you wait in the waiting room, but if this should happen, you should be the only one present.
- Only the patient with the appointment will be admitted (unless it is medically necessary for you to have one companion). Please have spouses, children, drivers, etc... be prepared to wait in the vehicle or elsewhere.

Dr. Kelly Wallace, B.Sc., N.D.

- Water or tea will still be available, but we will be using disposable cups only and a staff member must get it for you. Please ask one of us, if you would like some.

Supplements:

- All supplement pick ups will continue to be done via pre-arrangement on the porch, as we have been doing. Please call 705-474-2727 or email info@wallacehealth.com to arrange your pick up.
- You will not be able to just show up and grab your vitamins. The door will be locked. You will be able to purchase supplements if you are here for a visit.

During your visit:

- You will be asked to keep your mask on, and not touch it during your visit.
- Dr. Wallace and the staff will either be masked or separated from you by a plexiglass barrier at all times.
- Dr. Wallace will be wearing gloves for anything that involves contact with you.
- You'll see us cleaning our hands A LOT!

What else are we doing behind the scenes?

- Enhanced cleaning and disinfecting, we'll be cleaning all frequently touched surfaces between each appointment.
- Chairs and surfaces that can't be easily disinfected will be covered with washable covers, which will be washed after each use.
- We'll be cleaning the rest of the clinic daily.
- We've removed magazines and toys from the waiting room and the lending library is temporarily unavailable.
- We've switched to disposable cups and paper towels.
- Dr. Wallace and the staff will be wearing medical scrubs, which will be only for office use.
- We'll be self-screening before each work day. If anyone has any symptoms, they'll be staying home until they are symptom-free, or test negative.
- We'll be limiting contact with each other, and basically staying in our own rooms/areas as much as possible.
- We've done extra training on infection prevention and control.

Thank you all for your patience during this time. This is a big learning curve for all of us, so your patience is doubly appreciated!