



**PLEASE NOTE THAT WE ARE OPEN DURING LOCKDOWN!**

**We will also continue to offer phone and video appointments as well as in clinic, curbside pick up, or online ordering of supplements through our Full Script dispensary**

Your health and safety is our number one priority. We are committed to doing our part to stop the spread of Covid-19 in our community and will continue to implement the Health Sector Specific guidelines in our clinic.

Thank you for your cooperation during this time!

Yours in Health,

Dr. Betty Rozendaal N.D R.Ac  
Clinic Director, Thornhill Naturopathic Health Clinic

### What to expect at your next appointment:

1. Spacing out appointment times - we are operating at a reduced capacity and leaving a gap between bookings to allow adequate disinfection of the treatment room in between patients.
2. No waiting room - please wait in your car and call the front desk reception when you arrive at 905 707-2001. We will let you know when we are ready for you to come in.
3. Personal Protective Equipment - Anyone entering the clinic must wear a medical mask in the clinic and maintain physical distancing. If you do not have a medical mask you will be required to put one on over, or instead of your cloth mask.
4. Hand wash stations - please wash your hands and/or use the hand sanitizer provided when entering the building.

5. Symptom Screening - You will be screened for COVID-19 symptoms at the time of booking and again when you arrive at the clinic. If you screen positive for symptoms, you will be referred for further testing and your appointment will be rescheduled or changed to a video or phone appointment where appropriate.

7. Infection Prevention and Control - Patient contact surfaces are cleaned and disinfected immediately after treatment and before another patient is seen. Common areas such as the bathroom are cleaned regularly and non-essential items have been removed (i.e. magazines)

8. Only patients are allowed in the clinic - please arrive alone (no friends, family or children). If you need a translator or require a support person during your treatment please inform us ahead of your appointment.

9) For in clinic supplement pick up please call the clinic ahead of time, let us know what you need and we will prepare it for you in advance. Payment can be made by phone or in person. If you would like to order your supplements through our on line dispensary, please let us know and we will set up your prescriptions.

Your health and safety is our number one priority and we hope that by implementing the above steps we can effectively help to stop the spread of COVID-19 in our community.

For more information please call the clinic at (905) 707-2001 or visit our website [www.thornhillnaturopathic.ca](http://www.thornhillnaturopathic.ca)