



KUCAN CHIROPRACTIC & ACUPUNCTURE CLINIC

In COVID-related office news...

June 5, 2020

As you may already know, beginning on May 26th, the Ontario Ministry of Health gave the go-ahead, allowing Chiropractors and Registered Acupuncturists to resume care to all patients. We have been busy over the last few months making some changes to our clinic and our procedures, in order to prepare for this re-opening. Here are some of the things that we are doing to keep our patients, staff and community safe.

Both Dr. Graham and Allison have altered their schedules and are working reduced and staggered hours in order to limit the number of people in the building at this time. For the next few weeks, we will be working without reception support and will be returning calls and emails as soon as possible. The front door will remain locked in order to control the number of people in the building and to ensure physical distancing of patients coming and going. If you would like to book an appointment, please call or email the office.

Once you have booked an appointment, you will receive an email 24 hours before your appointment time, containing a link to a COVID-19 screening survey. This survey is mandatory before every visit and should be completed at least two hours prior to your appointment time. We ask that you arrive a couple minutes before your scheduled time and wait outside the clinic, or in your vehicle. We will be at the door to wave you in as soon as we are ready for you. At this time, we would ask that all non-essential visitors, family members and drivers refrain from accompanying you into the clinic. Essential caregivers and dependent children are always welcome.

All patients, essential visitors and staff must be screened for COVID-19 upon entry and will have their temperature taken by contactless thermometer. Anyone who screens positive will be denied entry and asked to rebook their appointment. We require all staff, patients and visitors to wear a mask while in the clinic. This is necessary, as we cannot always maintain 2m physical distancing during the course of your visit. You may bring a mask from home (clean, re-usable cloth masks are OK), or if you don't already have one, we have a supply which we are selling for a nominal fee (to recover some of our costs). If you have concerns about wearing a mask, please speak to one of our staff members.

Hand hygiene, cleaning and sanitization have always been routine practice in our fields, however we have recently increased sanitation of all 'high-contact' surfaces between patients. Some examples of these areas include: office equipment, tables, counters, call bells, pin pads, light switches, door handles, chairs, table tops, washroom fixtures, etc. We have re-covered all upholstered furniture, so everything can be easily wiped-down. In addition, we have installed plexiglass at the reception desk and would prefer contactless payment, whenever possible. We continue to endeavour to be a scent-free clinic and are using Health Canada approved peroxide-based disinfectants, which are odourless and highly-effective against COVID-19, as well as many other pathogens. Unfortunately, we have had to remove all toys, magazines, books and the water cooler from the waiting room, as they cannot be easily sanitized. Please remember to bring a water bottle from home. If you would like to bring an electronic device, we offer free Wi-Fi for your convenience.

We are following all recommendations and guidelines as outlined by the Ministry of Health, Public Health and our respective Regulatory Colleges. Our goal is to provide you with the best care possible, in the safest way possible. We appreciate your patience as we work through these changes. If you have any questions, suggestions or words of encouragement, we would love to hear from you.

Sincerely, Dr. Graham Kucan, Allison Kucan Hahn and Staff