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*Step by step ... We're with you all the way*

Thank you for choosing New Horizons Rehab to assist you in your care. We have developed procedures to assist with keeping both patients and staff safe as we all navigate through COVID-19. This email outlines what to expect.

These procedures are ones that the Ministry of Health and our professional colleges recommend to keep both you and our staff as protected as we can from COVID-19. The Ministry mandates that certain measures be in place. We have implemented those measures.

#### INTAKE FORMS:

- Attached to this email, you will find intake forms.
- Please complete these before coming in to your appointment and email the completed forms back to us.
- If you are not able to do this, please reply to this email that you are not able to print the forms or email them back to us, and we will arrange your appointment time so you have time to complete them here.
- If you are able to print off the forms and complete them, but you do not have a scanner, please simply take a picture with your phone and send them to us at [info@newhorizonsrehab.com](mailto:info@newhorizonsrehab.com). I know this is very different than you are accustomed to and we truly thank you for doing this.

#### APPOINTMENT PROCEDURES:

- Prior to attending your appointment:
  - Please self screen, in the period of time prior to your appointment. If you experience symptoms/ feel unwell, please call **(519) 291-5402** and reschedule your appointment. If you screen positive, it does not necessarily mean that you have COVID19, but it does mean that we cannot see you until you test negative or have quarantined the recommended period of time
- On the day of your appointment.
  - When you arrive in the parking lot **AT** the time of your appointment, please call us at **(519) 418-5402** – this is a line we have dedicated for the purpose of patients calling on their arrival. We will advise you to come to the door where we will provide you with a level-3 surgical mask.
  - If you do not have a cell phone: When you arrive in the parking lot, please knock on the door or window so we know you are here. We will also be watching for your arrival. We will screen you at the door and provide you with a level-3 surgical mask. Please see below for the screening questions

- Upon screening negative, you will be asked to come in and taken directly to your treatment room. This measure ensures as best we can that physical distancing is maintained, and has a goal to minimize contact with other patients.
- We are working very hard to stay on schedule to maintain physical distancing for our patients coming in and out. If for some reason, you have been held up and will be a bit late, please give us a call at (519) 291-5402 so we can accommodate.
  - Only you can attend your appointment. One adult may attend with a child. Adults who require assistance may attend with one other person.
  - All people entering the clinic must wear a mask.
  - Please use hand sanitizer upon entering the clinic.
- If you screen positive on the COVID19 screening.
  - Unfortunately, we will not be able to see you. A positive screen does not mean you have COVID19 however it must be ruled out before we can see you. Once you have a negative result, or have quarantined for the recommended period of time, please call us at (519)291-5402 to reschedule.
  - See below for what to do if screen positive

We greatly appreciate your cooperation and this important assistance in keeping you, other patients and our staff protected from COVID19. Other measures we are taking are staggering appointment times to increase physical distancing of patients, very minimal use of the waiting area, thorough daily cleaning/disinfecting of the clinic, and thorough cleaning/disinfecting of treatment areas/contact areas after each and every patient. Staff members are also screened daily, including temperature checks, wear masks, and use hand sanitizer or wash hands after each contact.

#### **Screening questions**

1. Do you have any of the following symptoms:
  - a. Fever or chills
  - b. New onset cough or Worsening chronic cough
  - c. Shortness of breath or Difficulty breathing
  - d. Sore throat
  - e. Decrease or loss of sense of taste or smell
  - f. Unexplained Headaches
  - g. Unexplained fatigue or muscle aches
  - h. Nausea, vomiting
  - i. Congested or runny nose, sneezing
2. In the last 10 days, has a household member been sick with any of the COVID-19 symptoms listed above?
3. In the last 10 days, have you or a household member tested positive on a PCR or at-home rapid antigen test?
4. Are you or a household member currently awaiting COVID-19 test results?
5. Have you received your second vaccine dose more than 14 days ago?
  - a. If no then,
    - i. In the last 10 days, have you had close contact with a confirmed or probable case of COVID-19?
    - ii. Have you been outside Canada in the past 14 days?

Positive Screen:

- Obtain a rapid test if possible, or PCR test if you fall into an eligible category (i.e. high risk population, healthcare worker)
- Quarantine 5 days if double vaccinated and 10 days if not double vaccinated
- If you test positive, quarantine 10 days and 24-48 hours after symptom free you can book an appointment

We look forward to assisting you.

New Horizons Rehabilitation Services Inc.