

# March 24, 2020 - Update from Dr. Phil & Our Commitment to You during COVID-19

**This email is sent to everyone currently receiving our Welcome to Wellness Newsletters. Dr. Taylor has sent out a separate email specific to his patients.**

Dear Welcome to Wellness Chiropractic Members (patients):

With the growing concern about COVID-19, I want to continue to share my thoughts with all of you and update you about your care in our office during this challenging time. As you know, many tough decisions have been and are being made. We have been working around the clock to ensure we are making the right ones to protect our practice members (and our own families).

We will continue to comply with all Government recommendations. We are only booking appointments that are considered to be emergency care for chiropractic patients. What is the definition of emergency care? Click [here](#) for more details. If you are unsure, please call and Dr. Phil or Jason will get back to you ASAP.

Unfortunately for the person but for the benefit of our community, we have turned people away that Dr. Jason or I did not deem to be in an emergency or acute situation. We will always support you in your health and appointments have already been made by phone and video regarding self-care.

We are trying to help you improve your health which reduces your need to go to the hospital or any medical centre for issues other than the current virus or a potential life threatening occurrence. We will continue to be part of the solution to ensure our patients are not consuming important medical resources which should be reserved for COVID-19 severe cases.

House calls that were previously being made (up until a couple of weeks ago) for people, and hospital visits have been temporarily suspended to avoid possible sources of infection. **\*\*\*WE ARE TAKING EVERY PRECAUTION NECESSARY TO PROTECT BOTH OUR PATIENTS AND STAFF AT THIS TIME\*\*\***

Just to reiterate, the safety of you, your families, and our community is our primary concern. In terms of following government recommendations inside the office, we are vigorously disinfecting and cleaning our tables or any surfaces touched after every member (patient). We have modified our hours. This is to limit the number of people in the building at one time to accommodate the social distancing rules. We have spaced

out our equipment and chairs to ensure proper distancing. We're monitoring hour-by-hour changes in federal, provincial and/or municipal requirements, and we will update policies as needed to best serve our patients and the whole community.

- 1) In the unlikely event that there are too many people in the office at once, you may be asked to wait in your car or outside until it is your turn. This means that it is essential that you do come at your appointment time.
- 2) Please do your best when in our office to adhere to the social distancing recommendations and stay 6 feet away from each other. Keep your hands clean and keep all personal belongings with you. If you can do without them in the office, keep your glasses in your car.
- 3) As stated in our previous correspondence we have four sinks where we ask you to wash your hands when you enter our office. There is hand sanitizer available (this is less effective than hand washing).
- 4) We have temporarily suspended the use of your pre and post adjustment exercises including wobbles, neck traction, inversion, vibration plates and the arthrostim. "Virtual hugs" will be given post adjustment with the parting wishes of health and wellness or the Yoga term: Namaste.
- 5) Our team members will be personally checking in our patients so they do not have to tap their key fob or card when they enter and again at the adjustment table. Please let Hayley (in the morning) or Chrissy (in the afternoon) know that you have arrived so they may check you in.
- 6) Adjustment tables are being wiped down with disinfectant by the doctor or a team member after every person.
- 7) We have stopped any re-examination including X-ray appointments at this time. We will resume examination processes as soon as regulations allow.
- 8) It is recommended for all members (patients) to do extra home rehab at this time so they do not fall behind on their spinal correction process and supplement the health benefits of their adjustments.

Our most immediate concern for you is keeping you healthy! Chiropractic care as part of the 5 Fundamentals of Health promotes this. I recommend taking supplements that support your ability to build health. Our recent e-mails (found on our website) has the recommended supplements to promote your health including the vitamins and minerals that are fundamental to your immune system. Please get plenty of exercise (outdoors if possible), while adhering to the social distancing recommendations. Take the time to meditate and talk to loved ones and friends about any concerns you/they might have. Get plenty of rest, drink water, avoid sugar and follow our nutrition plan. Our ultimate goal is to keep you and your family healthy to lessen the burden on our hospitals to care for those in crisis. Please do not hesitate to reach out to me or Dr.

Jason with any questions or concerns. We pride ourselves in creating a haven amongst the chaos of everyday life. This is no exception. We can't wait to see your smiling faces in the office. Always remember that love, life, health and happiness come from the inside of you. You cannot find it on the outside.

Best Health,

Dr. Phil Smith