



RE-OPENING MAY 6, 2020



PREPARING FOR YOUR RETURN

Operating during Covid Pandemic 2020

We have been given the go-ahead to OPEN our doors and serve while under a pandemic situation. Great care is being taken to prepare our facility to adhere to requirements and keep everyone safe. While we will re-open, things won't look the same as they did before.

www.iochiro.com

WHAT TO EXPECT

Changes in place are in order to adhere to the requirements set forth by the AHS and ACAC so that we may operate under the pandemic condition.

We thank you for understanding.

TEMPORARY RELOCATION

Atrium Adjusting

We are adjusting in the Atrium for the next couple of weeks. You will be greeted by a team member and instructed on how to proceed. You may need to wait in your vehicle until we are able to let you in.

We are required to document all visitors entering the facility. At this time, we ask that you remain in your vehicle if you do not have a scheduled appointment.

Pre-screening for Covid symptoms will happen prior to entry into the building. If you are experiencing any symptoms, we are not able to permit entry. Follow the Self-Assessment below or call the Health Link 811 for direction on how to proceed.

<https://myhealth.alberta.ca/Journey/COVID-19/Pages/Assessment.aspx>



MEMBER CARE

Changes to note

- Appointments: We will transition to appointment times instead of sign-in blocks and online booking now has more options.
- Member Safety: Our team will be using masks, sanitizers, and social distancing to keep us all in compliance with guidelines.
- Restroom and Building Access; due to stringent cleaning requirements most areas are not available, should you require a restroom please ask for entry.
- Fellowship and Connection: We kindly ask that visiting time in the facility is kept to a minimum so that we can serve as many members as possible.
- Toys, Magazines, Brochures: At this time, are not available.

COMING SOON...

Construction to serve you better...



- Member Relations Counter: A new service counter is being constructed to serve you better upon entry to our facility.
- Hallway Expansion: A larger and roomy access and exit point from the Adjusting Area is nearly complete.
- Additional assessment area under construction for future growth



BILLING

Modified Procedure

In light of the stress many are experiencing during this season, our billing system has been modified to accommodate billing your payment method on file on a per visit basis rather than monthly. Our statement and receipt will now be sent in one combined printout.



MAY 2020 HOURS OF OPERATION

Subject to Change

May 6 12pm to 6pm
May 7-8 9:30am to 6pm
May 11-14 9:30am to 6pm
May 19-22 9:30am to 6pm
May 25-28 9:30am to 6pm