



Rutland Physical Therapy Inc. Kelowna Pilates Studio

#104 – 145 Asher Road
Tel (250) 765-2665 Kelowna, B.C., V1X 3H5
Fax (250) 765-7841
info@RutlandPhysio.ca

Shari Brown, PT/DOMP • Lone Ross, PT • Carey Bingham, PT • Glenda Hart, PT
Eric Wong, PT • Becky Maranda, PT • Danette Christophe, PT/Pilates
Ian Rudling, M.Ost • Elaine Sauvé, M.Ost • Kate Morton, RMT/DOMP • Ian McLaren, RMT
Peggy Oud, Pilates • Janet Watson, Pilates • Betty Jeffers, Pilates • Monique De Jager, Pilates

We are excited to be back working at the clinic and seeing everyone in person!

The first great news we want to share is that **Kate Morton** defended her thesis in April and won the William Garner Sutherland award for best quantitative research. We are so proud of her! She now has an official billing number for Osteopathy, has her well-deserved DOMP and will practice as an osteopathic practitioner. It was a long 7 years for her and extra stressful having to defend on Zoom!

WELL DONE, KATE!!

The first week of in person treatments went better than expected with all the strange protocols that are in place. The protocols are different for every area of the clinic and the receptionists will give you a detailed explanation when they talk to you on the phone. Our reception staff have gone above and beyond to make this new process work!! If you wish to read the detailed protocol, it is posted all around the clinic or we can send it to you if you request it.

Here is a general overview of the protocol:

- You will be asked a COVID-19 pre-screening questionnaire before being booked
- The clinic is divided into 4 zones and each zone enters and exits through different doors to reduce foot traffic
- We request that you book by phone, email or text and make payments by phone, e-transfer or PayPal if possible
- If you need to go to the desk, please respect social distancing markers and stay behind the plexiglass barrier
- All patients are requested to wear a mask and some are available if you don't have your own
- Treatment times are staggered and extra time is booked for thorough cleaning between patients
- We have hired a couple of university students to help with sanitizing rooms, machines and laundry

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- Therapists are wearing appropriate PPE to protect you

Thanks from all of us for putting up with the new norm for the next while!
And know that we're smiling, even though you can't see it through our masks