



**STAY HOME.
STAY CONNECTED.**



We realize how much of a challenge this time is for everyone in our community. From adjustments in routines, expectations, plans, and lifestyles... it sometimes feels like our only constant right now is change.

And while we too have struggled to navigate what this means for our company, staff, and clients, we have found solace and purpose by grounding ourselves in the phrase

we care.

Despite so much chaos and fear, we know that

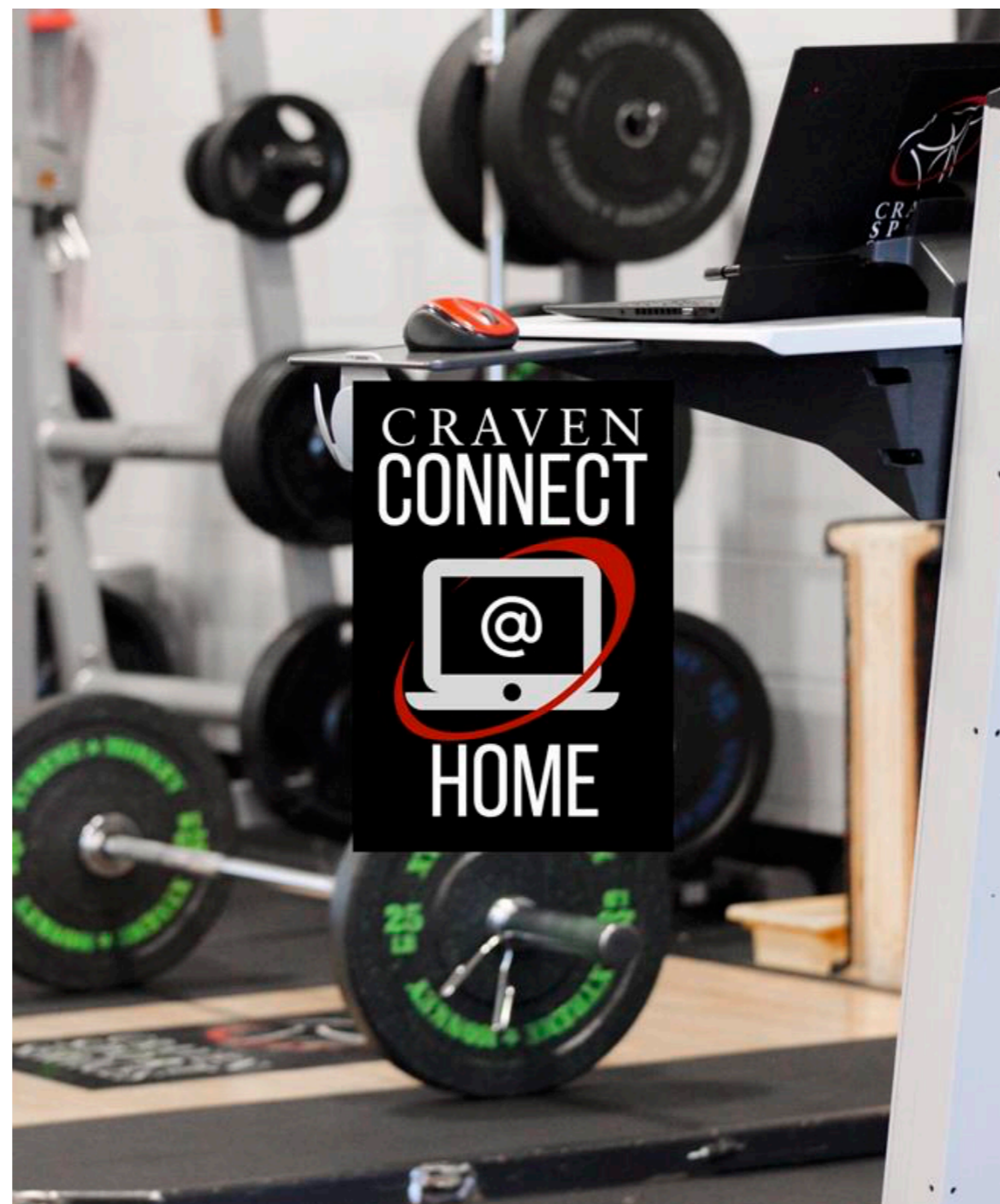
**without our physical and mental health,
nothing else matters.**

And so, while many of our staff are at home building new routines of their own, a small group of our team have been working tirelessly around the clock to prepare the framework, technology, privacy, and safety materials necessary to launch our remote physiotherapy and strength & conditioning service

Craven CONNECT @ HOME.

We invite you to join us (well, remotely at least) in staying healthy, comfortable, and supported.

Craven CONNECT @ HOME appointments are now open to physiotherapy and strength & conditioning clients.



How remote treatment works

What is Craven CONNECT @ HOME?

Telerehabilitation involves the use of communication technologies that enable you and your physiotherapist or strength & conditioning coach to connect via video call or telephone call to receive physiotherapy and training services at a distance, when in-person visits are not possible.

You can expect to receive the same safe, quality care with Craven CONNECT @ HOME that you would receive during an in-person visit at our clinic. You can be assured that CSS service providers will meet the same standards of practice regardless of how the services are delivered.

How is my safety and privacy protected?

This aint your momma's video call.

Craven SPORT services takes the privacy, safety, and comfort of our clients VERY seriously. That's why we've spent hours pouring over all necessary legislation, safety guidelines, best practice materials, and technical options, developing a telerehabilitation program that:

- Is HIPAA compliant
- Protects your personal medical information through encrypted, locally-stored and secured data management
- Ensures a personal safety plan for the client at all times
- Supports both private clients as well as those with new or existing WCB/SGI claims

How do I book an appointment?

To book your next Craven CONNECT @ HOME physiotherapy or personal training appointment, please contact our administrative directly. Phone lines are open 8:00am-4:00pm, Monday-Friday.



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