



March 19, 2020

Dear Valued Membership

Firstly, I want to thank everyone who reached out, checked in and thanked the NLMTA for the information provided. I would also like to thank the CMTNL for their communication - the endless work involved in distributing information and guidance to an uneasy membership. As we all know, this situation is still new and continues to rapidly evolve.

We heard today from Lackner McLennan - our liability insurance - and they are hoping to have our questions answered (based on the newest recommendations from the CMTNL as of Thursday, March 18) by tomorrow (Friday, March 20). Understandably, we are disappointed in this delay, but once that newest information has been received, it will be circulated as soon as possible.

In the meantime, I ask you all to please adhere to CMTNL's March 18 recommendations, copied here:

“With this in mind, the CMTNL is now recommending that RMTs consider suspending all non-essential services to the public. This will essentially suspend clinic operations with the exception of the services to patients that would experience a significant exacerbation of symptoms or significant deterioration of their condition in the absence of care. We are also recommending the following:

- Clinics should not hold regular clinic hours, also making sure to scheduling at least 15 minutes of time between the end of one appointment and the beginning of the next to allow for proper clinic disinfection and to create social isolation measures where at all possible.
- Following any patient visit, RMTs are encouraged to spray any contacted surfaces with a disinfecting solution and to follow the instructions contained on the product with respect to Disinfection for viruses such as COVID-19. For reference, disinfection with a 10% bleach solution can take 5-10 minutes of wet surface contact to be effective so please use appropriate discretion with respect to what constitutes adequate disinfection.
- Where at all possible, clients should be advised to wait in their cars until their appointment time and not show up early or late for appointments to ensure adequate spacing measures remain effective.
- When seeing clients, it is advisable that clients enter the clinic and go straight to a treatment room without touching any surfaces in the waiting room or other areas to reduce the potential

for transmission. that any financial transaction be completed by electronic transfer following the visit.”

The members of the board have listened carefully to your concerns. The membership and I would like to remind all that at the heart of our Association sits one person, Pat Mennie. I'm not sure what we did to deserve her, but when I say Pat is the backbone, I mean it. Every time you email the Association, it goes to Pat, and she has been bombarded with questions.

Thus, between her inbox and social media, we have collected the most frequently asked questions (to which we are trying our best to answer):

- 1) “Should we shut down?” (not a question for us)
- 2) Liability Insurance in light of the March 18th CMTNL Recommendations – what's next?
- 3) The newly announced federal financial support – are RMT's Eligible?

If you find yourself writing the NLMTA to ask one or all of the above questions, we kindly ask that you wait and be assured that the answers are coming as fast as possible. If you find a useful link to help us proceed, feel free to send it. **We respectfully ask that you remember that the more emails sent to Pat with the above questions, the less work that gets done in trying to find the answers.**

I again urge all members of the NLMTA to stay vigilant and informed to this evolving situation. The members of the public that we interact with so closely, and ourselves, are of the ultimate importance. Safety first. While we learn and navigate through the guidelines for us professionally, we cannot forget about keeping ourselves and our loved ones safe as well. The stress of this new reality can be difficult to manage, and we sympathize with you all.

I ask that everyone continues to come together as an RMT community and retain compassion, understanding and patience as a top priority.

We are all in this together and we will get through this. More to come.

Stay Informed and Stay Healthy,



Ashley Parsons RMT

President - NLMTA