



BARRIE CONSUMERS MEET WITH... MANDI HAYES *from* RESOLUTION PHYSIOTHERAPY & IMS CLINIC

Resolution Physiotherapy & IMS Clinic is a second year Consumer Choice Award winner in the category of *Physiotherapists* in the region of Barrie. The company has been in business since 2010 and is Barrie's leading Physiotherapy Service Provider.



WHAT DOES IT MEAN FOR YOUR COMPANY TO BE VOTED BY CONSUMERS AS YOUR CITY'S BEST?

It is an honor to be chosen a Consumer Choice Award Winner in the category of Physiotherapists. Our team of Physiotherapists have worked hard to ensure they have the most advanced and up to date post-graduate training with the goal of helping our clients recover as fast as possible. Being chosen for this award helps confirm that we are making a difference in our community.

WHAT SETS YOU APART FROM YOUR COMPETITORS?

What makes our clinic unique is the quality of our team. We hire only highly qualified, experienced Physiotherapists who are continuously taking

courses to ensure we are using the most advanced, research validated treatments with our clients. Our team includes Physiotherapists who have Canada's highest certification in Manual Physiotherapy and Canada's highest certification in Sports Physiotherapy.

HOW WILL WINNING THIS AWARD AFFECT THE WORK YOU DO MOVING FORWARD?

Winning this award helps reinforce that we are making a difference in our community, but it will not change how we work. We will continue to focus on quality of care and using advanced, results validated treatment to help our clientele of all ages recover as quickly as possible.

WHAT IS THE BIGGEST RISK YOU HAVE EVER TAKEN IN BUSINESS?

My biggest risk was opening a clinic in Barrie. When I decided to open Resolution Physiotherapy, I was told by many other Physiotherapists that Barrie was saturated and there was no room for another Physiotherapy clinic. I told them that if I developed a highly qualified team who could provide effective treatment, that we would grow by word of mouth recommendations from happy clients. I am happy to say that is exactly what has happened. Even in a city with a large number of Physiotherapy clinics, we have grown from one PT to an award winning team of 7 PT's, mostly through the recommendations of our wonderful clients.

BUSINESSWISE, WHAT IS YOUR NEXT BIG STEP?

As our goal is always to develop and mentor our Physiotherapists towards higher aspirations, the knowledge base of our team continues to grow. Given this, a logical next step will be the development of courses so that we can also help advance the Physiotherapy profession as a whole.

BUSINESS MOTTO

Quality underlies everything we do. We have always believed that the success of our business stems from the quality of our team

LOVE IN MY JOB

My clients and colleagues would agree that I truly am a Physiotherapy Geek. I love what I do and love working with clients, whether elite level athletes or those with debilitating chronic pain, solving their complicated biomechanical issues, and helping them get back to the joy of pain free motion.

LEARNED ON THE JOB

Recently there has been a shift towards neck strengthening as a means of reducing concussion risk. At Resolution, we have developed a progressive neck strengthening program using a variety of assistive devices including laser pointers and a unique neck strengthening device called an 'iron neck' with the goal of reducing concussion risk for our clients.

ONE WORD I WANT TO OWN IN MY CUSTOMERS' MIND

If there was one word I would hope that clients would use to describe Resolution, it would be 'quality'.

DAILY, I TRY TO

Learn.

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