

Our COVID-19 Safety Procedures*



Preparation for your appointment

Please complete the online consent form & liability waiver before your first appointment

Please fill out the mandatory COVID-19 symptom screening survey the day before every appointment

Optional: Add your credit card to your online booking profile to eliminate contact at the point-of-sale terminal

Please cancel your appointment if you have any symptoms of illness, have travelled recently, or had any non-front-line exposure. We will not charge cancellation fees for cancellations due to COVID concerns

We ask that you bring your own mask. If you prefer, we can provide a mask for your use (may be additional fee)

Avoid coming early for your appointment. However, the elevators are only taking 2 people per trip, so you may need to plan for extra elevator time

When you arrive

Please **wait outside the clinic** in the hallway until your appointment time - your therapist will come let you in

Sanitize your hands immediately upon entering the clinic and after your appointment

Know that we will conduct the screening survey again in person. Based on our risk assessment, **we may need to cancel your appointment**

We may need you to sign a consent to treatment form in person

If you require water, your therapist will provide you with a disposable cup

When disrobing for your treatment, put your clothing and personal items in the plastic bin in your treatment room - these are disinfected between each treatment

Contactless payment available using credit card/Interac Tap

Keeping everyone safe

We have implemented the following protections to help keep you and our clinic staff safe:

All therapists are equipped with PPE (personal protective equipment)

- Mask and/or face shield
- Gloves if required/requested

Staggered appointment times to reduce overlap and decrease your potential contacts points

Enhanced cleaning & sterilization of:

- treatment rooms
- massage tables
- all high-touch surfaces (such as door handles, doors, point of sale, front desk)

Increased time between appointments for cleaning and sanitization measures

Therapists will cancel if they exhibit any symptoms of illness or any elevated risk and request that you to do the same

*This is an evolving document which will change with time as we receive new information/protocols