

COVID-19 Protocols

Before your appointment:

- **Complete** the **COVID-19 pre-screening questions** and confirm your appointment (a new attachment will be included with the confirmation email).
- If you have or develop certain symptoms before your appointment, please call me. We can cancel it and I will happily reschedule your visit following the required 14-day period of isolation.
- Ensure you **arrive alone**, and as close to your appointment time as possible. If you are unable to arrive alone, the person accompanying you will be screened, asked to provide their name and phone number for contact tracing purposes and to wear a cloth or disposable mask at all times while inside the clinic.
- All appointments now have a 30-minute interval between clients to complete all necessary cleaning and disinfecting procedures and reduce the need for waiting.

When you arrive:

- You must **wait outside** the building until I come to greet you and signal for you to enter.
- **Be patient** and we will commence your treatment whenever we get to the room.
- You will be asked to **sanitize your hands** immediately upon entering the clinic.
- **Please bring a disposable or reusable mask** (one will be provided if you do not have your own) which you will be asked to wear **for the duration of the treatment**.
- We will proceed directly to the treatment room. In addition to discussing your specific concerns for that day, I will screen you again for symptoms before we commence with the treatment.

During your appointment:

- You will notice a clear sanitized container to place any clothing and personal items.
- **You will be asked to wear a mask during the massage. I will be wearing a fresh mask with every client and using a face shield during the neck portion of the massage.**
- Aside from the necessary PPE, the treatment will be the same as you remember.

Behind the scenes:

- I will be **cleaning all high touch surfaces** and then **washing my hands, forearms, and elbows for 30 seconds**. I will use a towel to open any doors so I do not contaminate my hands prior to your massage.
- Following the treatment, I will use a towel again to open the door and leave you to dress. During that time, I will wash my hands, forearms, and elbows again.
- All linens will be cleaned by a professional service adhering to approved cleaning standards.
- Between each client, the **table and pillows will be thoroughly cleaned and disinfected** as well as all high touch surfaces according to the Ministry of Health standards. This includes doorknobs, taps, sink, light switches, chairs, lotion bottles, etc.

After your appointment:

- Please **open the door and step back** so I can reenter. Aside from the treatment itself, we should try to maintain our 'social distance' at all times.
- **Payment** can be made by **email money transfer prior to your treatment or by cash** (exact amount preferred to reduce need for change) and your **receipt will be emailed** to you or a **printed copy (advance request)** will be available for you.
- I will ask you to **sanitize or wash your hands before leaving** and then exit the building directly.