

Before your appointment:

- Please complete the COVID-19 pre-screening questionnaire (attachment with the confirmation email) and confirm your appointment.
- If you have or develop certain symptoms before your appointment, please call me. We can cancel or reschedule your visit following the required 14-day period of isolation.
- 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.
- All appointments now have a 30 minute interval between clients to complete the necessary cleaning and disinfecting procedures and also reduce the need for waiting.

When you arrive:

- Ring the front door bell and wait outside the building until I come to greet you.
- After sanitizing your hands and putting on your mask, we'll proceed directly to my treatment room.

During your appointment:

- You will be asked to wear a mask at all times while inside the clinic.
- During the massage, I have improvised a pillow case in the face cradle (in lieu of the mask) while lying face down and will give it back to you while lying on your back.

Behind the scenes:

- 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 door-knobs, taps, sink, light switches, chairs, lotion bottles, etc.
- As always, I will be washing my hands, forearms, and elbows for 30 seconds before and after every treatment.
- All linens will be cleaned by a professional service adhering to approved cleaning standards.

After you appointment:

- Please open the door and step back so I can re enter. 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.