

## Covid-19 Office Policies and Procedures

- Please reschedule your session to at least 14 days later if you are experiencing any symptoms, are feeling ill or have travelled. Email Jacqui to discuss your particular circumstance.
- If you have been in for treatment and receive a positive Covid test within 14 days of being seen, please call the office right away so we can take appropriate action.
- It is important to arrive on time, and to give as much notice as possible if you need to cancel or reschedule your appointment. Late arrivals and cancellations negatively impact our workflow (we have to leave additional space in between clients resulting in less appointment availability per week.)
  - You will be charged in full for late cancellations or forgotten appointments. Please call Jacqui to discuss special circumstances ( new Covid symptoms or other emergencies.)
  - You will receive an email reminder 2 days prior to your visit. Please double check that the time is correct to catch any possible scheduling errors.
  - If you DO NOT receive a reminder, this likely means you are not in the schedule and should call to confirm your appointment.
  - If you arrive more than 5 minutes early for your scheduled visit, we kindly request that you wait in your vehicle until the exact time of your appointment in effort to minimize the amount of people in the waiting area in between clients.
- Masks are required upon entry into the office and throughout the entire duration of the treatment.
- Please sanitize your hands as soon as you arrive. Sanitizer will be provided at the front desk.
- Temperature and oxygen saturation will be checked upon arrival.
- All clients will be pre-screened. Our practice software “Jane” will generate a survey 24 hours prior to each visit. Please save time by completing the survey for EVERY visit, which is important for both screening, as well as for documentation purposes.
- If you are a new client, you will receive a link for an online intake form. Please complete and submit prior to your visit. If you have not been seen in over a year, we ask that you complete a new intake, so we have the most up to date files.
- Patients are staggered between our 2 treatment rooms, with 15 mins scheduled for sanitation after every other client.

- Each room has an air purification unit which runs during sessions and is set to a high-powered ozone setting for an hour before the room is used again.
- Hospital Grade Anti-viral cleaning products are used on the massage table, face cradle, door handles, computers and commonly touched surfaces between every client.
- We have a professional cleaning service that comes into deep clean weekly.