

Complete Wellbeing COVID Procedures and Protocols

In order to ensure the highest level of safety for you, other clients and our staff we ask that you comply with the following:

If you are experiencing any cold, flu or COVID symptoms do not attend for your appointment. Contact us to reschedule. There will be no charge as long as you provide at least 3 hours notice.

Make sure to complete and sign the online COVID waiver and questionnaire that will be sent to you monthly. Depending on your answers we may ask you to delay your appointment in order to ensure everyone's health and safety.

Wear a reusable cloth mask or a disposable surgical mask during your time at our clinic, this is required. If you cannot bring a mask, we will provide you with a disposable one. A scarf or bandana is not sufficient.

On entering the clinic immediately sanitize your hands.

Before you leave the clinic sanitize your hands again.

Maintain physical distancing while at the clinic.

Do not arrive early for your appointment. 5 minutes before your appointment time is sufficient.

Only bring another person to your appointment if they are essential for the treatment process or to facilitate your entry / exit from our clinic.

Pay by credit or debit card, not cash. (We have a \$250 tap limit for your safety)

Other ways that we are ensuring everyone's health and safety:

All visitors to the clinic are screened to ensure they are symptom free.

All our admin staff and providers will wear a mask.

We are carrying out enhanced cleaning and sanitizing of treatment rooms using Health Canada approved disinfectants between every client.

We have increased the regularity of cleaning and sanitizing in public areas.

We have set up our waiting area to allow for physical distancing.

Only staff, clients and other essential persons such as maintenance and cleaning staff are permitted in the clinic at this time.

We are required to keep a register of all non-client visitors to the clinic to help with contact tracing (should it be necessary).

Our providers' schedules have been amended to allow enough time between clients for enhanced cleaning and sanitizing.

If you become sick within 2 weeks of your visit you must inform us.