



Complete Wellbeing COVID-19 Procedures and Protocols for Clients

In order to keep you, other clients, practitioners, and staff safe, please follow the following procedure:

Sickness: If you are experiencing any cold, flu, or COVID-19 Symptoms, do not attend your appointment. There will be no charge for last minute cancellations as long as you provide at least 3 hours notice.

Hand Sanitizer: Please sanitize your hands upon arrival, before entering reception, and when you leave the clinic.

Masks: Masks are mandatory inside all areas of the clinic for clients, practitioners, and staff. Disposable masks are available free of charge if you do not bring your own. Please alert reception if you need a disposable mask.

Screening: You will be asked the same screening questions as in our **COVID-19 WAIVER every time** upon arrival.

Massage Therapy appointments will also require an additional **COVID-19 SCREENING** form in compliance with the College of Registered Massage Therapists of Ontario for **each** appointment. Please answer all questions truthfully.

Payment: The payment terminal now has touchless/tap enabled for both credit card (up to \$250.00) and debit card (up to \$100.00). Payment may be taken upon arrival to reduce the number of visits you need to make to reception.

Limiting Contact Within the Clinic

Arrive no earlier than 5 minutes before your appointment and only bring another person to your appointment if they are essential for the treatment process or to facilitate your entry / exit from the clinic.

All visitors to the clinic are screened to ensure they are symptom free. We are also required to keep a register of all non-client visitors to the clinic to permit contact tracing (should it be necessary).

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 inside the clinic.

We are carrying out enhanced cleaning and sanitizing of treatment rooms using Health Canada approved disinfectants between every client and increased the regularity of cleaning and sanitizing in public areas.

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

To help us with the increased cost these protocols involve, we are charging a fee of \$2.00 (including tax) on every appointment.

This ensures that we can continue to maintain the highest possible level of safety for you, other clients, practitioners, and staff.

Vaccination Status

Staff: The Regulatory Colleges for Chiropractors, Massage Therapists and Acupuncturists **do not** require their members to be vaccinated to continue to practice **at this time**. In addition, The Ontario Ministry of Health **does not** require our staff to be vaccinated.

If you have concerns about the vaccination status of your practitioner, please ask at reception or your practitioner directly.

Reception will provide any information that your practitioner has given us permission to share.

Clients: At this time, we are not requiring that clients be vaccinated in order to receive treatment at our clinic.

We will continue to monitor the requirements and update our policy in line with any changes.

We appreciate your help and understanding during this time.

Sue Taylor, Clinic Director

Updated: November 18, 2021