

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.

Masks

Masks are mandatory inside all areas of the clinic for clients, practitioners, and staff. Bandanas, scarves, open face shields or masks with holes are not permitted. Disposable masks are available free of charge if you do not bring your own. Please alert reception if you need a disposable mask.

Hand Sanitizer

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

Screening

You must complete the COVID-19 WAIVER before your first appointment. You may also be asked screening questions when you arrive for your appointment.

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.

Sanitization

We continue to carry 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.

Scheduling

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

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.

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

Vaccinations

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**