

The following are the COVID-19 protocols that are in place for the safety of our clients and RMTs.



**No Cancellation Fees for Illness**

If you, someone in your household, or someone you have come into contact with has any symptoms related to COVID-19, we kindly ask that you cancel your appointment as soon as possible without penalty. Our RMTs will also be following the same strict guidelines, and therefore last-minute cancellations of your appointment may be possible. Please give us 24 hours' notice if you are cancelling.



**Mandatory Pre-Screen Assessment**

Prior to your appointment, a mandatory pre-screen assessment will be emailed to you through our online booking software 2 days prior to your appointment. We will not be able to accept you into the clinic without completion of the pre-screen assessment.



**Mandatory Use of Masks**

It is a mandatory requirement that all clients wear a face mask for the duration of your appointment and at all times when in the clinic. If you do not have a mask, we can provide a disposable mask to you. Our RMTs are also required to wear facemasks.



**Mandatory Use of Hand Sanitizer**

It is a mandatory requirement that all clients entering the clinic sanitize their hands. Hand sanitizer is available outside the bathrooms in the hallway and in our reception area. Our RMTs are also required to sanitize our hands before and after each appointment.



**Payment Upon Entry**

To minimize traffic in the waiting area and hallways, we are now requesting payment in advance of the appointment.



**Limited Appointments**

Due to the additional disinfecting measures, we require more time between appointments to disinfect our workspaces thoroughly. Please book your appointments based on necessity.



**No Waiting Room Access**

Please arrive on time for your appointment. Due to space constraints and our desire to keep everyone healthy through physical distancing, we will not be allowing clients into our waiting room prior to their appointment. If you are early for your appointment, you can wait in the hallway or outside.



**Virtual Appointments**

If you are experiencing discomfort but are unable to come to the clinic, please feel free to give us a call or send an email to book a virtual appointment. We may be able to address your issue remotely.