

Body Mechanics Massage Therapy Clinic: Covid-19 Agreement

We at the Body Mechanics are excited to announce that we will be reopening our clinic on June 15, 2020.

As always, the health and safety of our clients and staff is our number one concern; therefore, we will be implementing strict clinic policies and procedures to help minimize the risk of exposure to Covid-19 while visiting our clinic and receiving massage therapy. These new policies and procedures have been created in accordance with the Provincial Health Office, British Columbia Centre for Disease Control, College of Massage Therapists of British Columbia, the Registered Massage Therapist Association of British Columbia and Health Canada's tested and approved list for Disinfectants for Use Against SARS-CoV-2 (Covid-19).

Please take the time to read and become accustomed to our new policies and procedures prior to booking and coming to your next appointment. You will be required to sign a digital consent form acknowledging that you have read and understood our new policies as well as consent to continue with massage therapy treatments. If you have any questions or concerns about any of the following please contact our office at **604-599-5575**.

Please be aware that even though our policies and procedures have been implemented to reduce the risk of spreading or becoming exposed to Covid-19, it **DOES NOT GUARANTEE** a 100% RISK-FREE environment. It is up to the client's discretion and therefore their own assumption of risk and personal responsibility to decide if continuing with their massage therapy treatments at this time is in their best interest.

Please carefully read, and then upon full understanding and being in agreement with, check off the mandatory sections and then sign the Covid-19 Agreement at the end of the document.

- 1) Payment Policy & Appointment Booking
- 2) Covid-19 Self-Assessment & Cancellation Policy
- 3) What to Expect the Day of Your Treatment
- 4) Clinic Cleaning Procedures
- 5) Registered Massage Therapist Cleanliness and Personal Health Policy
- 6) No Guarantee Acknowledgment Policy

Payment Policy & Appointment Booking

During the remainder of the Covid-19 Pandemic the Body Mechanics Massage Therapy Clinic will prefer that clients pay online for their treatment prior to entering the clinic. We will be limiting our acceptance of cash or debit payments at this time.

If you have questions regarding how to pay online or would like help running through the payment process please contact reception a day or two before your appointment.

In person booking with reception will be limited at this time. Please use our online booking system to book your next appointment or call the office to book. We expect call volumes and call lengths to be higher than usual, so please leave us a message if you cannot get through and we will do our best to get back to you within one business day.

Covid-19 Self-Assessment & Cancellation Policy

Moving forward clients will be presented with 3 identical (see below) Covid-19 pre-screening questionnaires

- 1) At your appointment reminder to be completed digitally
- 2) The day of your appointment upon arrival (digitally or if unable to complete digital version there will be a copy posted at our clinic door for you to review)
- 3) With your therapist when you enter the treatment room

Covid-19 Client Intake Pre-screening and Consent

Do you have a fever, a new cough, a worsening chronic cough, shortness of breath or difficulty breathing? Yes No

Have you had close contact with anyone with acute respiratory illness or have you travelled outside of Canada in the past 14 days? Yes No

Do you have a confirmed case of COVID-19 or had close contact with a confirmed case of COVID-19? Yes No

Do you have 2 or more of the following symptoms: Sore throat, runny nose/sneezing, nasal congestion, hoarse voice, difficulty swallowing, decrease or loss of sense of smell, chills, headaches, unexplained fatigue/malaise, diarrhea, abdominal pain, or nausea/vomiting? Yes No

If the person is over 65 years of age, are they experiencing any of the following: delirium, falls, acute functional decline, or worsening of chronic conditions? Yes No

If you have answered "YES" to any of these questions you may not receive massage therapy today. Please contact 811 or your Doctor for further guidance.

By checking this box I understand that it is my responsibility to adhere to the **Self-assessment Pre-screening Policy** if I wish to receive massage therapy and that failure/refusal to complete or comply with the **Covid-19 Pre-screening Policy** automatically terminates my ability to receive massage therapy at this clinic. I understand that if I need to cancel last minute due to any health reasons, I WILL NOT be charged a late cancellation fee. I understand that I am still required to contact the office prior to my appointment if I wish to NOT be charged for the missed appointment.

What to Expect the Day of Your Treatment

If this is the first time you are visiting our clinic then your client intake form must be completed online prior to arriving to your appointment. Our clinic for the remainder of the Covid-19 Pandemic will be paperless.

Please do not bring spouses or children to your appointment. Following this will allow us to maintain a cleaner and safer office as well as adhere to social distancing standards. The exception to this is if you require assistance from a spouse or Caregiver for your treatment.

Please ensure that you have completed the pre-screening questionnaire prior to your appointment. When you arrive please wait in your vehicle until at least 5 minutes before your scheduled appointment time. We will only allow a maximum of 2 clients in reception at any given time.

Please bring your own mask to your appointment. We require that you wear a mask upon entering the clinic, during your pre-treatment interview with your RMT, while laying face up OR on your side on the massage table, and again before leaving your treatment room. Your RMT will be wearing a mask the entire time they treat you for your protection.

When your Therapist is ready for you, they will come and greet you at the front door. Before entering the clinic, you will be required to put on your mask and sanitize your hands. If you are unable to use hand sanitizer, you will be escorted to a sink where you will be required to wash with warm water and soap for a minimum of 20 seconds. Please **DO NOT TOUCH YOUR FACE AT ANY TIME WHILE INSIDE THE CLINIC.**

Upon entering the treatment room, your RMT will conduct the third **mandatory** Covid-19 Self-assessment screening with you before moving on to your massage therapy concerns. Your treatment may be cancelled if you do not meet the pre-screening criteria. You will be instructed to place your clothing and shoes in the plastic bins provided. These are sanitized thoroughly after every single treatment.

Once your treatment is complete your massage therapist will fully turn on the lights for you (cover your eyes) to get dressed. **PLEASE REMAIN IN THE TREATMENT ROOM UNTILL YOUR THERAPIST RETURNS FOR YOU.** Once you are dressed and ready open the door and when it is safe to do so your therapist will escort you out of the clinic. Prior to exiting the clinic you will be required to sanitize your hands once more and drop your mask into the provided bin.

Clinic Cleaning Procedures

Below is a list of what we are doing at the Body Mechanics Massage Therapy Clinic to maintain as clean and safe of a clinic environment as we reasonably can. Our cleaning procedures and policies have been created in accordance with the Provincial Health Office, British Columbia Center for Disease Control, Health Canada, the College of Massage Therapists of British Columbia and the Registered Massage Therapist Association of British Columbia. All cleaning products used at this clinic have been tested and approved by Health Canada as a product known to disinfect against SARS-CoV-2 (Covid-19).

- A clean and washable face mask will be provided for your use during your visit
- Entry/exit doors will be opened for clients by their RMT
- All clothing bins will be cleaned and sanitized before and after each treatment
- As ALWAYS, all linens used in a treatment will be placed DIRECTLY into the washing machine after treatment
- All sheets/towels/face rest covers/pillow cases/hand towels/eye drapes will be washed with hot water, soap and bleach
- All hard surfaces in the treatment room will be disinfected before/after each and every treatment
- Bathrooms will be cleaned multiple times throughout the day
- Door handles will be sanitized throughout the day
- Common areas and Plexiglass barriers will be sanitized throughout the day

Registered Massage Therapist Cleanliness and Personal Health Policy

As always each and every massage therapist at the Body Mechanics Massage Therapy Clinic will continue to wash their hands: before and after they see each client, eat or drink, touch their face, use the restroom, use the phone or touch any computer or smart phone device.

In order to maintain cleanliness, you RMT will be using a small hand towel to open and close the door to your treatment room, to dim or turn up the lights, or to turn on the music.

RMT's will be provided with a mask and aprons or scrubs that they will change before proceeding to their next client.

All hard surfaces inside the clinic room will be thoroughly sanitized before and after each treatment.

RMT's will follow a very specific procedure of changing table linens and cleaning clinic rooms to ensure they do not cross contaminate their space.

RMT's will self-check daily and complete their own Covid-19 self-assessment prior to coming in to work. If they fail to meet the appropriate criteria, they will be required to cancel all appointments for the next 14 days OR medically cleared by their doctor.

RMT's will not be allowed to eat together in the staff room. They must eat alone in their treatment room, in their vehicle or find a place outside the clinic where they can adhere to social distancing while eating.

No Guarantee and Consent to Treatment Agreement

I understand that while all personnel at the Body Mechanics Massage Therapy Clinic are following the health and safety guidelines, to the best of their ability, outlined by the Registered Massage Therapists Association of British Columbia, the College of Massage Therapists of British Columbia, and the Provincial Health Office and that they are taking all reasonable precautions to clean and disinfect the clinic and all the surfaces within the treatment room, there are **no guarantees** that I may not come into contact with COVID-19.

After thoroughly reading and signing each applicable part of this document I consent to continue with my massage therapy treatments at the Body Mechanics Massage Therapy Clinic regardless of the potential risks that Covid-19 presents. At my treatment I agree to proceed with the NEW mandatory Covid-19 self-assessment with my therapist, followed by the pre Covid-19 massage therapy related hands-on assessments and treatment.

By signing the digital signature box below I agree to accept the risk and responsibility of potential Covid-19 exposure. I agree that I have been made aware of all that my RMT and the Body Mechanics Massage Therapy Clinic is doing to reduce my risk of exposure to Covid-19 and that these Policies and Procedures are not a Guarantee that I will not come into contact with Covid-19 and that I consent to continue with treatment under the new strict SARS-CoV-2 (Covid-19) guidelines.