



PURE Health
Massage
& Wellness

We are excited by the news of British Columbia's Phase II Re-Start Plan set for gradual roll out May 19.

At **Pure Health Massage & Wellness** we take the safety of our practitioners and patients very seriously and are working very hard to get all protocols and materials in place before we set an opening date. Although physical distancing is highly recommended to reduce the spread of Covid-19, the nature of massage therapy means that physical distancing is not possible in the treatment room. With this in mind we have changed how we do some things at the clinic to reduce the risk to your and our staff as much as possible.

What are we doing to reduce the risks in getting needed treatments?

- **Clinic Capacity is 16 persons maximum** on site, 2 per treatment room (unless required attendant for vulnerable patients), reception area 4 person capacity, lunchroom 2 person capacity.
- We have closed our reception desk, removed all seating and fabric accents from the clinic.
- All booking will be done in the treatment room with your therapist, all payments will be done off site by direct billing insurance and credit card on file with your secure, encrypted JaneApp account. Receipts will be emailed.
- We have enhanced hand washing protocols posted around the clinic. When you arrive, we will have everyone entering the clinic use hand sanitizer at the door and/or wash their hands.
- Every practitioner or onsite visitor will have completed a BC Covid-19 Self -Assessment <https://bc.thrive.health/covid19/en> before entering our facility. Trust is the foundation of safety at this time. If our practitioner is sick with ANY symptoms of illness they will cancel their day. If patients have any symptoms they will be directed to their physician/811 and their appointment will be rescheduled. We are waiving short notice cancellation fees to allow everyone to feel comfortable cancelling due to cold/flu/digestive/Covid-19 symptoms. As always, we need patients to reschedule their appointments if they are sick to protect the health and safety of everyone who enters our clinic.



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What are we doing to reduce the risks in getting needed treatments, continued?

- We have marked 6 ft distancing spaces, please keep 6 ft space between you and your practitioner and you and anyone else in the clinic. We have staggered appointments to reduce the number of people in common spaces.
- We will enter the clinic at our usual entrance but exit through a former treatment room at the end of the clinic to improve traffic flow and reduce contact points
- We do have regular documented cleaning of our clinic washroom, but request that clients use their home washroom before coming to the clinic. The shared usage of the bathroom is a higher risk contact point and should be only used if necessary.
- Practitioners will be wearing PPE (personal protective equipment) and this will vary from cloth masks to disposable masks, glasses, scrubs, aprons - depending on what feels most comfortable or needed for them to work in. At the clinic we ask all practitioners and patients to wear a cloth face covering or disposable mask during their time in our space and that everyone washes their hands/hand sanitizer upon entering or exiting the clinic. If you as our valued patient would like to request specific PPE for your treatments we will have materials available for your practitioner to accommodate those needs, please just ask at the phone interview.
- We have reduced the number of appointments available in the day to allow for longer cleaning, changing, charting and screening times between patients and to reduce numbers in common spaces at any given time.
- Deep cleaning will continue with wiping doors, handles, desks, massage tables etc. Your practitioner will re-clean and assemble your face cradle with you in the treatment room to increase everyone's comfort and trust. Cleaning schedules for bathroom, floors, sinks and reception will be posted outside the bathroom door. Treatment room cleaning is before and after every patient enters/leaves and additional time between patients is reserved for this. Therapists will not be able to "make up" time if you arrive late for your appointment.



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What we will ask of you, our valued patient:

- **Make sure to answer or return the call we make 24 hours before your appointment.** This is an essential part of your appointment and a Covid-19 self assessment must be completed in order to keep your appointment. **If this is not completed your appointment will be cancelled.**
- We will not be able to process payment on site. Please enter your credit card details into your JaneApp account. Your practitioner will be happy to help you with this when booking your appointment. If a credit card is not possible, then arrangements will be made for you to e-transfer your remaining appointment fee. Direct billing will continue and be done off site by administrative support and the remainder of your fee owing will be applied to your credit card. A receipt will be emailed to you.
- **Cancel your appointment if you have any symptoms** of illness prior to entering our clinic. We are waiving cancellation fees especially for short notice illness cancellations. When you arrive, text us and wait in your car, the practitioner will text for you to come up when they are ready for you.
- If you are found at some point to have Covid-19, we ask that if possible, inform the clinic if you have been in to see us within the 14 days prior
- Please do not bring anyone with you into the clinic for your appointment (including family or children).
- When you arrive please wait outside (in your car) and not in reception. Your Practitioner will call or text when it's time to enter and will meet you at the clinic entrance and open the door for you.
- We require you to bring and wear a cloth face covering or disposable mask for entering our clinic. If you forget we will have a disposable one for you to use.
- Please use hand sanitizer or wash your hands upon entering and exiting the clinic.
- Maintain 6 ft between you and your practitioner while moving through the clinic
- We love our chats with each of you but to be most safe we will limit talking to focus on your treatment directions/needs to limit mask moving and as Prime Minister Trudeau says "Moist Talking" that increases the risk of spreading droplets.

And most importantly, thank you for your trust and your patience as we use new protocols and work out the best way to continue forward in this "new normal"

"This is our time to be kind, to be calm, and to be safe," Dr Bonnie Henry