

PROTOCOLS FOR WHITE ROCK MASSAGE DURING COVID TIMES

The Covid situation has impacted everyone and we all hope a vaccine is soon to come but until then, there are protocols that have been put in place according to the guidelines set out for us by our Association overseen by Dr. Bonnie Henry. With the pandemic, many changes have been applied to our clinic environment to ensure the health and safety of each and every one of us. This is a bit long, but we ask you kindly to work your way through it so you are able to receive your massage with ease and knowledge as to how it will work to get treatment.

As we move into our 'new normal' routines, none of us have been in this situation before so it must be said upfront, anything can change and we will do our utmost to inform you as we all try to navigate our way with new protocols.

There will be online booking for limited therapists. For RMTs not taking online bookings at this time, you will need to call the office, 604-536-3631 or email wrmassage@telus.net and we will get back to you with appointment options.

When you arrive, please do not come into the clinic until you are called or texted by your RMT. Your car is now our waiting room.

Timeliness is one of our goals. We ask you to be on time for your massage. If you are late we will not be able to give you extra time. In the new Covid world, a one hour massage is exactly that. If you are late, you will have to wait until the next window to enter or exit the clinic and that could shorten your treatment.

We are only allowing 2 people in the waiting/desk area of the clinic at a time and have adjusted timing between treatments in order to allow this to happen. One RMT and the client getting their massage.

If you are a regular client with a regular time, be aware that your time may be changing a little bit. Please read your appointment confirmation carefully to be sure of when your therapy will begin.

You will be guided by your RMT in and out of the clinic. He/She will lock and unlock the door as needed to limit entrance to the clinic and to disinfect as you come and go. In the clinic, socially distance when at all possible.

When you come into the clinic for a treatment, you will have with you:

- a mask
- an intake form from that assesses your health and exposure to Covid-19. The form needs to be downloaded and filled out, not more than a day before your appointment, from our website, wrmassage.com. This form needs to be signed and brought to the clinic filled out to minimize surface contact and maximize treatment time.

We ask you to self monitor and cancel your appointment if you feel at all unwell. We will not charge a cancellation fee if you cancel at the last moment because you are sick.

We reserve the right to cancel an appointment if we feel you might be sick or if you refuse to follow protocols while in the clinic.

We ask that you wash your hands when you come into and before leaving the clinic. If you choose, we will also have hand sanitizer available.

There will be no more cash used for payment. The preferred methods of payment will now be e-transfer, credit card or cheque (filled out before coming into the clinic). All receipts will be electronic. Please make sure your email address is current.

Air purifiers have been installed in each of our treatment rooms to help keep the air clean and fresh.

EPA approved disinfectant will be used to clean everything in the treatment room between client appointments.

You will notice many things when you come to your appointment, too lengthy to list them all, but your RMT will be the one wearing the goggles and mask. He/she will explain the new protocols and answer questions you may have.

We want to thank you for your patience and understanding as we do our best to adapt to these necessary changes. We look forward to seeing you again and are happy to give you more information about what we have done to ensure the safety of all who require the services of White Rock Massage Therapy Clinic, just ask.

Thank you for your continued trust and confidence,

All of us at White Rock Massage Therapy Clinic