



The following protocols are based on guidelines set out by the provincial Public Health Authority, WorkSafe BC, and the professional associations overseeing therapeutic services.

Prior to your appointment

- You will be contacted and asked to complete the BC COVID-19 Symptom Self-Assessment <https://bc.thrive.health/covid19/en>. If you are ill or required to self-isolate please call the clinic to reschedule your appointment. No late cancellation fee will be charged if you need to reschedule your appointment due to illness.
- If you have questions or concerns please contact the clinic at 604-491-8889.
- Please come alone to your appointment. Patients must arrive unaccompanied unless the patient is a minor who requires a parent/guardian, or needs assistance.
- Please arrive 5-10 minutes prior to your appointment time. If you arrive too early you might be asked to wait outside or in your vehicle to reduce the number of people in our waiting area. If you arrive late please be aware that your practitioner will *not* be able to extend your treatment time.

When you arrive at the clinic

- Please bring a mask and wear it to your appointment. If you do not have a mask you can purchase a disposable one from the front staff for \$2.00.
- Once you enter the clinic please go directly to the washroom to wash your hands for 20-30 seconds.

- Please keep your distance from other patients and staff while in the reception area.

During your time at the clinic

- All practitioners will be following the guidelines set out by the Public Health Authority, WorkSafe BC, and their professional associations. This includes proper use of personal protective equipment (PPE), strict hand hygiene, and disinfection of all contact surfaces.
- Additional time has been scheduled between patients to allow for thorough cleaning of the treatment room. All high touch surfaces will be disinfected between patients.
- Any Massage Therapy / Physiotherapy treatment involves some risk of COVID-19 transmission; your practitioner is following a protocol to reduce or mitigate risk, but that risk cannot be reduced to zero.

After your treatment

- We ask that you do not linger in the clinic space following your treatment so that we can minimize your contact with other patients and staff and ensure that your practitioner has adequate time to follow the Public Health Authority's cleaning protocol.
- Please leave your mask on until you exit the building.
- Debit and Credit payments with tap are preferred at this time. Your receipt will be emailed to you.

If you have any questions or concerns please contact us via phone 604-491-8889 or email info@renewedwellness.ca.