

## COVID-19 GUIDELINES

**Our clinic has reopened as of June 1, 2020, with reduced hours and by appointment only. We are currently taking bookings over the phone, by email, and online using our online booking system. We ask that you read this carefully as there is very important information provided.**

With this being said, we will have reopened with certain changes in order to keep all our clients, as well as our staff, safe.

**Please read the following rules and guidelines for patients carefully:**

1. We will retain the right to refuse any casual bookings or unnecessary appointment bookings, or any clients who have a high cancellation/rescheduling rate.
2. As of July 7, 2020, Ottawa Public Health has made face **masks mandatory** for all indoor public spaces. Face masks must be worn in our facility unless your therapist exempts you due to treatment reasons, you have a breathing condition, or you will be lying face down for an extended period of time (e.g., a 60-minute massage).
3. Patients may only enter the clinic 5 minutes prior to their appointment time.
4. New patients and MVAs will be provided their intake forms digitally to fill out prior to attending their appointment
5. If multiple patients have an appointment at the same time, we will only allow one patient at a time into the clinic, and you must remain lined up outside 2 meters apart until we are able to process you.
6. Upon entering, you are required to sanitize with the provided sanitizer in the vestibule prior to entering.
7. Upon entering, you will be screened for any symptoms that relate to COVID-19 again and will have your temperature checked with a no-contact thermometer.
8. Anyone exhibiting symptoms will be asked to leave. Please read the COVID-19 cancellation policy below for more details.
9. Appointments are subject to ending 5 minutes early in order to allow for extra sanitization protocols.
10. Please do not bring family or friends with you to your appointment. If you require an individual with you due to sustained injuries or the patient is a minor, please notify our clinic when booking for approval. Any individual that has not been approved to attend an appointment with a patient will be asked to wait outside.
11. Please be patient if you are asked to wait in a designated area in order to enforce social distancing measures.
12. Our practitioners will be taking extra precautions and will be wearing protective equipment such as masks and potentially gloves during treatment.
13. All linens are steam sanitized, all treatment tables, all equipment, and high traffic areas in rooms are sanitized in between every client, and therapists wash their hands thoroughly in between every patient.
14. We will be temporarily discontinuing paper invoices and will only be providing electronic invoices.

15. Intake sheets for new patients will now take place digitally. If digital is not possible for certain clients, please mention this for approval to enter our facility 15-30 minutes prior to your appointment to fill out paper copies.

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## COVID-19 Cancellation/Rescheduling Policy

The current cancellation policy for all services is a strict 48 hours. Any cancellations under 48 hours are subject to a charge according to the cancellation policy guidelines outlined in the appointment confirmation emails.

- Cancellations between 24 and 48 hours are subject to 50% of the service charge.
- Cancellations under 24 hours are subject to 100% of the service charge.
- No-shows/missed appointments are subject to 100% of the service charge.

Registered Dietitian follow-ups may not be cancelled. They may only be rescheduled 48 hours prior to your scheduled appointment. If cancelled or cancelled under 48 hours, the prepayment is forfeited as per policy and is non-refundable.

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## If You Need To Cancel Due To COVID-19

We understand that COVID-19 may play a role in last-minute cancellations. In order to be fair to our clients and therapists and to deter any false claims/abuse of the COVID-19 policy, we have created the following cancellation policy. If you are required to cancel under 48 hours due to COVID-19 reasoning, the following policy applies:

- The cancellation fee is charged under the patient's provided credit card.
- If the patient provides a COVID-19 test result within five days of the cancellation, the cancellation charge will be transferred as a credit to be used on any future appointment of the same service. The credit must be used within 30 days.
- If the patient does not provide a COVID-19 test result within five days of the cancellation, the charge will remain as a cancellation fee, and no credit will be provided under any circumstances.
- If a patient is refused entry upon screening in our facility due to symptoms, a full charge will be applied, and no credit will be provided.

We hope for each and every one of our patients' understanding during these times, as we remain a small business, financially vulnerable from COVID-19 like any other business during these times.

Thank you for your understanding.

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## New Temporary Hours of Operation

**Monday-Friday:** By Appointment Only

**Saturday-Sunday:** Closed