



## COVID-19 FAQ

### HOW CAN I BOOK OR REBOOK MY APPOINTMENT?

- We encourage you to book online at [bodybalancetherapy.ca](http://bodybalancetherapy.ca) but you can still book by telephone at 780 455 1764

### WILL I BE ABLE TO BOOK THE TREATMENT I HAVE ALWAYS ENJOYED IN THE PAST?

-for the next 4 to 6 weeks we will limit **ALL TREATMENTS to 60 minutes so that all clients and therapist can control a staggered start and finish time to avoid unnecessary interaction.**

In 4 to 6 weeks we will assess our ability to safely offer all of our regular time slots and treatments. We appreciate your patience and understanding.

### ONLINE BOOKING UPDATE

-A new covid-19 form will be automatically sent to all clients and we ask that you fill the form out online where possible. Once completed, the form will automatically be saved and it will be available to your therapist on the day of your treatment. If for any reason you have not filled out the form online, you will be **REQUIRED to do so at Body Balance.** Please understand that this may mean your treatment may be slightly shorter than 1 hour because we must maintain our staggered start times to ensure our facility is safe for all who attend at the clinic.

-**ALL APPOINTMENTS** will have set times to allow for 30 minutes of cleaning time for each treatment room and to reduce client and therapist interaction. For this reason, it is important that you are on time for your appointment. If for any reason you are late, it is likely you will not receive the full 1 hour you booked. We apologize in advance for our inability to be flexible around appointment times, but we must have the time necessary to ensure the clinic is safe for all. Thank you in advance for your understanding.

### WHAT CAN YOU EXPECT WHEN YOU ARRIVE AT BODY BALANCE?

-You will park and remain in your vehicle until you are called or retrieved by your therapist.

-You **MUST BRING AND WEAR A MASK.**

-Upon entry you will be **REQUIRED** to clean your hands at the cleaning station provided for your use. Please use your washroom at home where possible we appreciate you **DO NOT** use our facilities unless absolutely necessary as everything you touch must be sanitized after use. In the event you find it necessary to use our washroom, please advise your therapist so they are aware it will need to be sanitized following your use.

-Your temperature will be taken with a forehead thermometer by your therapist. Anyone with a temperature, anyone who displays COVID symptoms and anyone who answers affirmatively a COVID related question on the COVID form will be **WILL BE DECLINED SERVICE UNTIL SUCH TIME THAT THESE SYMPTOMS ARE NO LONGER PRESENT.**

**NO CANCELLATION FEE WILL BE CHARGED FOR SHORT NOTICE CANCELLATIONS DUE TO THESE SYMPTOMS, BETTERSAFE THAN SORRY. WE APPRECIATE YOUR DILLIGENCE AND CONSIDERATION FOR THE SAFETY OF OTHERS.**

-You will be escorted directly to your treatment room for your treatment and at the end of that treatment, will be asked to remain in the room until your therapist comes to get you. You may have to wait a few minutes until the front office is clear. We appreciate your patience as we want everyone, including vulnerable clients to remain safe.

-The set 30 minutes between treatments will give all therapists time to sanitize and clear all linen and blankets from the treatment room.

**WE ASK ALL VULNERABLE PERSONS** to consider the risk of any personal service at this time. We are happy to serve you if you are comfortable.

#### **WHAT WE DO TO KEEP YOU SAFE.**

- Each therapist **will** have to answer the same COVID questionnaire you did and have their temperature taken and recorded at each and every shift.
- If a therapist has any symptoms of COVID or has a temperature, your appointment may be cancelled and rescheduled. Once again, we take

these precautions for the safety of all of our clients. For this reason we ask that you check your voicemail, email or text for a cancellation before you come to your appointment to avoid disappointment.

- **Any client that does not arrive with a mask can be turned away as we may not have a mask to give you.**
- **Any client with COVID symptoms will be declined service.**
- Therapists will change their smock or shirt between each appointment.
- Therapist will wash to the elbow their hands before and after each treatment.
- **ALL** surfaces will be cleaned and linens and blankets replaced in the 30 minute window between each client.
- **Rotational cleaning has been implemented throughout the day.**

**- THERAPISTS AND CLIENTS MUST WEAR A MASK DURING TREATMENT**

**DURING OUR SHUT DOWN, WE HAVE MADE SOME MINOR RENOVATIONS TO OUR FACILITY AND HAD A PROFESIONAL CLEANING SERVICE CLEAN AND SANITIZE OUR FACILITY FOR YOUR SAFETY AND OURS.**

**PAYMENT OPTIONS**

-We appreciate your patronage during this unprecedented time. To assist everyone to remain safe at Body Balance, we will only accept E transfer, credit card or debit payment including any tipping. **WE ARE UNABLE AT THIS TIME TO ACCEPT CASH.** We will revisit this when we consider it safe for our clients and therapist or when our association advises us we can accept cash once again. Thank you in advance for your patience.