



COVID-19 CHANGES TO PRACTICE PROTOCOLS

In order to safely allow Massage Therapists to begin practicing again, the BC Health Officials and The College of Massage Therapist of British Columbia have put in place a number of protocols that we as RMTs must adhere to. The most important features of these protocols are: lots of health screening prior to treatment, honest communication, practicing physical distancing when not receiving hands-on treatment, and really good hygiene and sanitization practices by both you, the client, and me, your therapist. PPE (masks), if properly worn and handled, can help reduce the spread of your own respiratory droplets, but is considered secondary and should be used alongside the previously mentioned measures. Because we are still early in the back-to-work phase, RMTs will have to continuously navigate changes to the protocols and requirements when prompted by our governing bodies and insurance providers. A HUGE *Thank You!* for your patience and cooperation with these protocols that will help keep each other safe and healthy, as we lessen our fears, create healthy habits, and gain momentum towards a more social world once again!

Please make sure to read the following information about my new protocols at SOMA BODYWORKS:

PRE-SCREENING REQUIREMENTS

Within 24 hours of your upcoming appointment, you will receive the **SOMA BODYWORKS COVID-19 Mandatory Pre-Screening Survey** (sent to you via email 24 hours in advance), which is largely taken from the province's [BC COVID-19 Self Assessment Tool](#). If you have not filled out your **SOMA BODYWORKS Mandatory Pre-Screening Survey** before you arrive for your appointment, I will have to call to verbally pre-screen you before seeing you for your treatment. Save your treatment time and fill out the pre-screening survey online before arriving for your appointment!

You will also be asked in the pre-screening survey if you would prefer to wear a mask or prefer me, your therapist, to wear a mask for either your entire treatment, for the face-up portion, or would prefer not to at all. I will have clean, cloth masks available upon

request, but I encourage you to wear your own clean mask if you have one. [Instructions on how to put on and take off a mask](#) will be provided for reference.

UPON ARRIVAL FOR YOUR APPOINTMENT

When you arrive for your appointment, please wait in your vehicle, or on the sidewalk, until your exact appointment time. The front porch can get busy with customers waiting to enter the clothing store and bike shop so please be conscious of congesting the entrances. I will come downstairs to greet you at your appointment time and will ask you to sanitize your hands and/or go directly to the washroom to wash your hands before entering my treatment room. Please avoid touching other surfaces unnecessarily like walls or railings if you don't need to. Avoid touching your face, and personal items like your cell phone or keys after cleaning your hands otherwise you may be asked to re-sanitize before treatment.

Since treatment circumstances have changed in light of COVID-19, we as RMTs are required to renew your initial consent form for treatment. This means that for your first appointment you will have to read and sign two forms before any assessments or treatment can start. After your first treatment, you will still be required to fill out the **COVID-19 Mandatory Pre-Screening Survey** online and verify **COVID-19 Acknowledgement of Risk & Consent** in-person before each appointment.

I will be monitoring and screening my own health daily and will cancel appointments if necessary. Also, a reminder that my **24-Hour Cancellation Policy has been relaxed to allow you to cancel your appointment at any time without penalty** if you are feeling any COVID-19 related symptoms. This is to ensure you do not hesitate to stay home if you are feeling ill.

PAYMENT & CHANGES TO FEES

I will be implementing a \$5 increase to all of my rates effective immediately. This is due to the requirements of extra supplies needed for sanitation purposes and extra time allotted for each appointment (to thoroughly pre-screen each client and sanitize all contact surfaces between clients). I am now offering only 60 and 90 minute options through online booking. I will have 30 and 75 minute appointments available by booking over the phone if scheduling allows.

You may also notice that to book an appointment online, you must enter your credit card information for your online profile. This has been implemented to reduce the amount of contact with handling credit cards in the office. For this reason, I have also decided to no longer accept cash payments at this time. The online Jane App, where your information is stored, has exceptional privacy. Even though your credit card will be on file, you will still have the option of paying by e-transfer and, as per usual, all payments will be applied after you have received treatment. I apologize if this inconveniences anyone. Please contact me if this poses a problem and we can arrange an appropriate plan for payment that works for you.

EXTRA CLEANING PROTOCOLS TO KEEP YOU SAFE

I will be sanitizing all common contact surfaces between each client, including: massage table and face piece, hooks, door handles, oil/lotion/sanitizer bottles, pens and forms, light switches, desk tops and chairs, computer and music devices. As well, all common surfaces outside the treatment space will be cleaned between clients, including: hand railings, light switches and door knobs. As always, linens and towels will be fresh for each client. The public washroom will be thoroughly cleaned multiple times a day.

THANK YOU, THANK YOU, THANK YOU! For your understanding and cooperation with all of this 'extra' stuff that will allow me to continue helping you in the ways that I can, AND for your continued support through these uncertain and uncharted times! I love working with you all and am excited to be able to continue to do so!

Thalia Shulist, RMT, BSc. HK
SOMA BODYWORKS