

Effective May 19th 2020

COVID-19 OPERATING POLICY & PROCEDURES

The nature of Athletic Therapy does not allow for full social distancing. Below is a table describing the policies and procedures we have put in place in order to minimize risk.

If at any time you have questions or concerns related to the information below, please contact our office at 250-940-2854 or email ali@merakiws.com.

<p>COVID Questionnaire & Intake Forms</p>	<ul style="list-style-type: none"> • At the time of booking, a mandatory questionnaire (5 COVID questions and related consents) will be emailed to you. Fill this out at the time of booking. • You will be verbally asked these same 5 questions & consent at the time of your appointment. • If you do not complete this questionnaire and meet the criteria of the verbal questions, we have the right and duty to refuse your entry into the office. • You may also receive a general intake form, this is because it must be filled out annually to provide us with your most up-to-date medical information.
<p>Waiting/Reception Area</p>	<ul style="list-style-type: none"> • We ask that you do not enter the office until your scheduled appointment time to prevent crowding in the reception area. • Your therapist will retrieve you from the Coastal Offices lobby at your scheduled appointment time - please do not come to the treatment room.
<p>Personal Items & family members</p>	<ul style="list-style-type: none"> • We ask that you do not bring in any unnecessary personal items (i.e bags). If possible, only bring yourself and your phone, keys and wallet. • Personal items go in a plastic tray that is sanitized between each patient. • Personal items cannot be accessed until the end of your appointment (yes, that means no cell phones use!) • Please avoid bringing additional people to your appointment (exception: children, as they require a parent or guardian present).
<p>Hand washing</p>	<ul style="list-style-type: none"> • You will be directed to wash your hands with hot soapy water for a minimum of 20 seconds upon office entry and exit. • The treatment room has a sink as well as antibacterial soap in a touchless soap dispenser which the therapist will use.
<p>Personal Protective Equipment (PPE)</p>	<ul style="list-style-type: none"> • Your therapist will not be wearing gloves during treatments, however, gloves are available and will be worn upon your request. • Every patient is required to arrive with a mask (medical or non-medical). • Your therapist will wear a non-medical mask or face shield.
<p>Cleaning/Sanitizing</p>	<ul style="list-style-type: none"> • 10-15 minutes is scheduled between each patient to allow for the cleaning of high-contact surfaces. • A BionAire air purifier is running 24/7 in the treatment room, and set to maximum between each patient. • Oil/lotion has been put in individual single-use cups to minimize touching the bottles during treatments. A stainless steel tray with the tools used during the appointment will be sanitized between each appointment. • Cleaning cloths are laundered after a single use.

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<p>Linens</p>	<ul style="list-style-type: none"> • Clients must come dressed appropriately for their appointment as linens will not be used (exception: basic sheets for massage sessions). • Recommended dress: comfortable, loose fitting clothing that exposes the area to be treated (i.e upper body: sports bra; lower body: shorts). • Blankets and heat pads will not be used. • Pillow cases will be changed between each client. • Linens will be removed from the office at the end of each day and laundered on “sanitize”, along with the carrying sack.
<p>Payment</p>	<ul style="list-style-type: none"> • All appointments are the full listed price. • Cash is NOT accepted. • Contactless cards (credit and debit) are preferred. • E-transfer is accepted, but must be confirmed <i>prior to the appointment.</i>
<p>Service Alterations</p>	<ul style="list-style-type: none"> • Telehealth (virtual) consults and training remain available and should be used whenever possible. These can be booked online. • No intra-oral TMJ (jaw) treatments are offered at this time.