



IT'S TIME FOR AN EVOLUTION.

COVID-19 SAFETY PLAN: NOVEMBER 2020

ON THIS QUEST

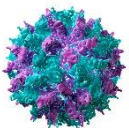
We will begin with explaining what is staying the same in your experience at VMT Clinic and elaborate where needed. Next we will venture into an unveiling of the new changes and describe what you can expect at your next treatment. We welcome any questions and request they are emailed to the clinic prefect, Anesh at:

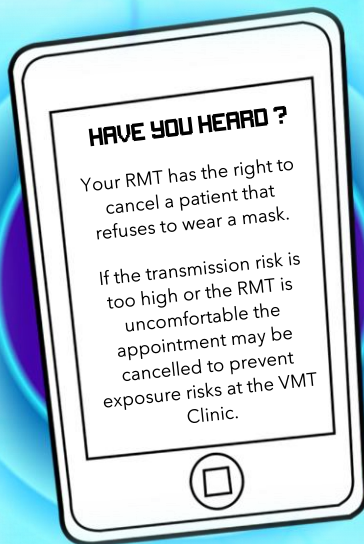
CONTACT@VANCITYMASSAGETHERAPY.COM

IT'S A CONTINUED COVER-UP !

Covering your nose and mouth is so in right now. Everywhere you look you see street mask vendors and disposable surgical masks littering the ground. Pandemic life is proving to be creating massive waste and further environmental damage.

As of October 2020 BC Health has mandated that face masks must be worn in all closed public spaces. If you have a medical concern that prevents you from donning a proper mouth and nose cover, please email Anesh (*Remember Anesh? We just talked about Anesh!*) prior to booking an appointment. If we are able to accommodate you we will make arrangements to ensure safety for yourself, the patients who will follow you, and the clinic staff.





HAVE YOU HEARD ?

Your RMT has the right to cancel a patient that refuses to wear a mask.

If the transmission risk is too high or the RMT is uncomfortable the appointment may be cancelled to prevent exposure risks at the VMT Clinic.

ARE THE RE-RUNS GOOD?

What is staying the same with your experience at VMT Clinic.

ENTRY

Access to Clinic will be 3-5 minutes before treatment. Waiting must be done in cars or hallway prior to your treatment.

DISINFECTION

Sanitization standards are the same as our Restart Plan. If you are new to the VMT Clinic or have not had a treatment since the COVID catastrophe began, please read through the Original Restart Plan.

Summary:

We clean everything, all the time.

We alcohol!

We Lysol!

We Benefect!

We CaviWipe!

We use the cleaner not currently out of stock at our medical supplier's and kill every germ possible on all the surfaces possible.

We're calling that poetry.



We accept cash!

Cash payments will require both the RMT and the patient to wash their hands immediately after handling.

There is a \$10 supply charge on all treatments.

SOCIAL DISTANCING

We have removed:
High touch items
Fabric items
Paper items

We have added:
Decals every 6 FT

TEMPERATURE

Our RMTs and staff continue to take their temperature each morning and screen themselves.

HAND WASHING

Upon entry to the clinic and after treatment all patients must either sanitize their hands or wash them at a sink for 20 second.

Before and after face touching or applying a mask, patients must also sanitize or wash their hands.

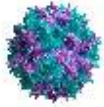
MASKS ARE MANDATORY



WHAT'S THE NEW RELEASE?

It's gonna be fun. Somehow. We'll make it fun.

We will explain what is staying the same with your experience at VMT Clinic and elaborate where needed.



MANDATORY 48 HOUR COVID-19 PRE-SCREEN

All new and existing patients must complete a pre screen email survey 48 hours prior to their appointment, keep an eye out for an email called 'The COVID-19 Pre Screen Extravaganza' to fill in!

All existing patients who have had a treatment since COVID-19 protocols must complete a COVID-19 pre-screen email two days before their scheduled appointment.

All existing patients who have not been to the clinic since new COVID-19 protocols and any new patients will be required to complete a 24-48 hour pre-screen phone call with either their therapist or another member of the VMT Clinic crew.



AIR QUALITY

We need to tell you:

Our building HVAC filters and heating coils for insuite heat pumps were serviced

June 05, 2020

LAST MINUTE BOOKINGS

Last minute booking may be available to patients who have been to the clinic since COVID-19 protocols. Talk to your RMT about the booking options they offer.

New patients who book online within the prohibited 48 hour window will have their appointments cancelled upon VMT staff receiving the booking.



MANDATORY APPOINTMENT CANCELLATIONS

We don't want you mad at us, so we'll highlight this change again: ***new patients who book for a last minute appointment online within the prohibited 48 hour period will have their appointments cancelled.*** Please call the VMT Clinic if you are unsure if your booking is within the acceptable window.