

We are excited to announce that we will be opening on Monday, June 22, 2020 with regular hours and a lot of changes.

Thank you so much for your continued support. You all mean the world to us! We look forward to providing exceptional service to you as usual. In order to do our best to keep all of us safe and healthy we have implemented the following Protocols and Guidelines upon opening:

What is expected from me to protect Medi Massage?

1. At this time we will be operating under newly mandated COVID-19 protocols and guidelines and **will not be offering walk-in** appointments, this is to protect our staff and clients as much as possible.
2. Your **vehicle** will become your **waiting room** so please arrive **no more** than 5 minutes prior to your scheduled appointment.
3. Come to your appointment unaccompanied, **no** guests will be allowed inside the clinic unless they have an appointment at the same time.
4. Your own **mask** is recommended. Medi Massage will have a few surgical masks that could be purchased for \$1.00 if you need one. This mask must be worn properly for the duration of your appointment, if you are unsure how to wear your mask kindly visit [cdc.gov](https://www.cdc.gov) for instructions.
5. You **must** cancel your appointment if you are experiencing any symptoms associated with COVID-19 including, but not limited to cough, fever, shortness of breath, runny nose, and/or sore throat. There will be **no penalty** for short notice cancellations as the health and safety of our staff and clients is paramount.
6. Please come with minimal personal belongings where possible, we suggest limiting the items you bring to your "method of payment" and phone. Leave all non-essential personal belongings safely at home or in your vehicle.
7. Medi Massage will **not** be providing beverage service or filling personal cups/water bottles/ travel mugs during appointments, you may bring your own beverage if it is absolutely necessary.
8. Use TAP or card payments for your massage, as we will not be accepting cash transactions in an effort to keep all members of the Medi Massage team safe. The Debit machine will be sanitized between uses and will be passed through our plexiglass sneeze guard at the reception desk.
9. We recommend that you do your best to use the washroom at home before coming to your appointment. The public washrooms are located in the common area so Medi Massage has no control over when and how often they may get cleaned.
10. Please ensure that you have filled out the required COVID-19 Waiver (found on the website) prior your appointment and bring it with you. If, for some reason, you are unable to fill out and print this Waiver, we will have it available for you when you arrive. We will take precaution with paper and pen sanitation and handling. The Waiver (issued by the government) will have to be filled out by you upon the first visit then initialed and dated upon every session thereafter.

What is Medi Massage doing to protect you?

1. Medi Massage staff will need to self-screen and assess themselves prior to entering the clinic and treating clients. They will not be permitted to come to work within 14 days of traveling outside of the country.
2. All clients of Medi Massage will be screened and will have to fill out the COVID-19 health Waiver prior their visit. NO-one who is **not feeling well** will be given treatment in the clinic.
3. Medi Massage staff will be abiding by social distancing guidelines while outside the clinic.
4. Plexiglass barrier has been installed in the reception area.
5. All commonly touched items in the clinic space will be routinely cleaned and sanitized.
6. Treatment rooms will be cleaned and sanitized between clients and all non-essential items will be removed.
7. Your therapist will wear a mask / shield and apron at all times while in contact and while in treatment with you.
8. Proper hand-washing, health etiquette and symptom awareness posters will be posted around the clinic.
9. Water and Tea will no longer be served in the clinic to avoid touching used cups and removing masks.
10. Receipts, if needed, will be handed to you on the desk under the plexiglass.
11. All appointments will now have 30 minutes in between clients for proper cleaning and sanitation.