



Thank you for choosing The Duncan Wellness Centre for your Massage Therapy, Acupuncture, Osteopathy and Somatics needs. As many businesses resume operations, new protocols and procedures will be in place in response to Covid-19 concerns. We, at the Duncan Wellness Centre, have taken every step possible, as per our governing bodies and BC Health guidelines, to ensure that your visit to the clinic will be safe as possible. Please read below for information regarding your upcoming appointment.

One day prior to **every** appointment you will be asked to complete the BC COVID-19 self-assessment questionnaire online. **The link for the self-assessment is <https://bc.thrive.health/covid19/en>**. Your therapist will follow up with you to ensure that you've been able to complete it.

On the day of your appointment arrive on time and not early or late for appointments. If you are early, we request that you remain outside the clinic until your appointment time – we will invite you into the clinic to ensure that we maintain physical distancing with other clients. Please note that you must arrive unaccompanied unless you are a minor or require assistance.

As we invite you in, we will pre-screen for Covid – 19 before taking you into a treatment room and you will be required to either sanitize or wash your hands. For your first appointment back at the clinic you will be required to sign a COVID-19 consent to treat /waiver. Subsequent appointments will not require a signed waiver. If you've got a face mask, we ask that you bring it and wear it at all times in the clinic, if you don't have one, we can provide a disposable one for you.

Both the therapy room and washrooms are thoroughly disinfected between every client. Your therapist will provide further information following your treatment regarding rebooking and payment options available.

We appreciate your patience and understanding as we all move forward into these unprecedented times. We're very happy to be back to work and to resume our therapeutic relationships with you.

Andrew, Violet, Kathryn, Jet and Irene