

Protocols for Infection Control

While Registered Massage Therapists are required to follow strict sanitization and infection control as per professional associations and legislation from other provincial colleges, the following procedures outline updated protocol for Zenergistic Remedial Massage due to COVID-19.

Client Protocols

- Clients MUST book their appointment 5 hours advance to allow for completion of paperwork and provide proper documentation (as outlined below) PRIOR to arriving to their appointment. Walk-ins are not permitted.
- Clients will be required after booking to complete a client intake form and sign a pre-screening waiver indicating they have read and understand the protocols prior to and upon arriving for their appointment. Details of the waiver include standard COVID 19 questions as recommended by Alberta Health Services and the National Health Practitioners of Canada.
- Client intake form and waiver details:
 - The client must complete the intake form and pre-screening waiver in advance of their appointment, and if answering yes to any of the following, they will be required to reschedule:
 - Are you (the client) currently experiencing a cough, runny nose, fever, shortness of breath, fatigue, malaise, not related to a pre-existing or health condition?
 - Have you (the client) travelled outside of Canada less than 14 days prior to your appointment date; or if you (the client) reside in another country outside of Canada, have you arrived from your country of residence less than 14 days prior to your appointment date?
 - Have you (the client) been in direct contact with someone who has been diagnosed with or is currently experiencing symptoms of COVID-19?
 - Clients will be required to answer the following (as per Alberta Health Services):
 - If a potential COVID-19 exposure occurs at this business, I consent to provide my name and contact information to Alberta Health Services for the purpose of contact tracing. Please state yes or no below.
- If applicable, clients must agree to and adhere to the separate guidelines and protocols of the wellness center upon arriving.
- The therapist will contact the client the morning of their appointment date to ask the standard COVID questions. It is mandatory that the clients answer these questions before arriving for their appointment. The answers will be documented in their treatment notes.
 - NOTE: If clients are ill or experiencing COVID symptoms the day of their appointment, they must call to reschedule. Cancellation fees will not be charged to the client if they must cancel due to any form of personal illness or emergency.

- Clients must arrive no more than 5 minutes in advance and must be alone. Clients are not to be accompanied by another individual, including family members, spouse or children.
- Clients must arrive wearing a face mask. If they do not have one, a disposable mask will be provided upon arrival. A disposable mask will also be provided free of charge should a client request one.
- Client's temperature will be taken upon arrival of their appointment using a contactless digital thermometer.
- Clients will be required to again answer the standard COVID questions upon arrival.
 - NOTE: If clients display symptoms such as coughing, shortness of breath, or fever, not related to a pre-existing condition, DURING the treatment session, the therapist will end the session early and advise the client to see a doctor. In this case, the client will be charged 50% of the service fee.
- Clients will be required to wash and sanitize hands upon entering the treatment room.
- Clients are required to wear a face mask during the treatment unless a medical condition not related to COVID 19 (such as COPD, asthma, etc) prevents them from doing so.

Workplace Design, Therapist and Administrative Protocols

- Treatment room equipment and décor will be kept to a minimum to reduce the number of possible contaminated surfaces.
- If a treatment room is carpeted, a plastic floormat will be placed under the headrest to prevent contamination of the carpet due to droplets or bodily fluids from the client's expiration or runny nose during treatment should the client be unable to wear a mask. A runny nose or drooling is common when the client is in the prone position and relaxed.
- A plastic bin will be provided for a client to place clothing/belongings in. This bin will be washed and sterilized in between appointments.
- If required, pillows will be covered with a plastic, washable slipcover.
- Therapist will comply to the safety guidelines and regulations of the business center where the treatment room is being leased.
- At minimum, the therapist will don a medical grade mask, following PPE guidelines of Alberta Health Services, prior to the client arriving and throughout the treatment session.
- Therapist will wash and sanitize hands prior to the treatment session and immediately after the treatment session. This includes utilizing warm, soapy water and cleaning hands and forearms for a minimum of 20 seconds.
- Therapist will follow doffing procedures of PPE as outlined by Alberta Health Services, after client has left the treatment room.
- All equipment that is used during the treatment session will be cleaned and sanitized between client appointments, including but not limited to:
 - Massage table, headrest, chair or stool
 - Plastic bin that holds client's belongings/clothing
 - Plastic slip covers on pillows, if used

- Plastic floormat or hardwood/vinyl flooring below the headrest
 - Silicone cups, if used
 - Massage oil/lotion bottles
 - Aromatherapy bottles and diffuser, if used
 - Doorknobs, light switches
 - Square card reader if client must use the chip card reader
 - Hard surfaces, such as a desk or dresser
 - Trash receptacle – trash will be emptied in between each client if used
- Linens utilized during the treatment will be cleaned and sanitized utilizing bleach and the highest heat setting (most cases anti-bacterial setting if available) on the wash and dry cycles.
- Appointments will be spaced 30 minutes in between each appointment in to allow for full sanitization of the treatment room and equipment.
- Cash will not be accepted for services. The client can pay for the service by the following methods:
 - E-transfer
 - Pre-determined benefit plan payment (numbers/card provided in advance via email or text)
 - Contactless tap payment with a credit card or debit card using a Square card reader
 - Provide credit card information by email or phone to be entered manually
- Records of attendance of the treatment space, including clients, the owner/therapist, or professional colleagues during a collaborative meeting, or any visitor in the treatment space will be documented and contained in a protected digital file. These records will indicate the date and time of attendance, the full name of the individual, and contact phone number, should there be a possible COVID-19 or other disease related outbreak in the area. This allows authorities to contact individuals that may have been exposed.
- The owner/therapist has downloaded the ABTraceTogether app to be notified if there is a possibility of exposure to COVID in the area.