

Protocols for Infection Control

While Registered Massage Therapists are taught and required to follow strict sanitization and infection control as per professional associations and legislation from provincial colleges, the following procedures outline updated protocols that remain in place by the business itself. These protocols will be followed indefinitely, regardless of the lifting of restrictions by the National Health Practitioners of Canada, the Government of Alberta, or Alberta Health Services. Zenergistic Remedial Massage cares about its clients and continues the practice of infection control for all conditions, diseases, viruses, influenza, bacterial infections, common cold, or other pathologies considered contagious, that place the therapist and other clients at risk.

Client Protocols

- Clients **MUST** book their appointment no less than 1 hour in advance to allow for completion of paperwork and provide proper documentation (as outlined below) **PRIOR** to arriving at their appointment. Walk-ins are not permitted, despite the COVID-19 lifting of restrictions by AHS and the GOA, as personal risk assessments will continue to be conducted by the massage therapist for each client.
- 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 of the clinic and Zenergistic Remedial Massage prior to their appointment.
- 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 feeling unwell or experiencing a cough, runny nose, fever, shortness of breath, fatigue, malaise, not related to a pre-existing or health condition?
 - Have you (the client) been in direct contact with someone who has been diagnosed with or is currently experiencing symptoms of COVID-19, a variant or another contagious disease/virus/influenza?
 - 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 center or clinic that Zenergistic operates out of upon arriving. This includes hand sanitation and wearing a mask if the business requires mask wearing in the common areas. If a client arrives without a mask, one will be provided at no charge.

- If clients are ill or experiencing COVID, a variant, or other flu-like 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.
 - NOTE: Mandatory COVID protocols may change at any time. Zenergistic reserves the right to refuse service to anyone not adhering to current municipal, provincial or federal bylaws in place for infection control or if a client arrives displaying symptoms of any virus, flu or other disease/ condition that is contagious. Zenergistic also reserves the right to refuse service to anyone not adhering to the clinic's current protocols.
 - 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 must arrive no more than 15 minutes in advance and must be alone. Clients are not to be accompanied by another individual, including family members, spouse or children.
- If a risk assessment indicates a need for additional information, the client agrees to provide this information; this includes taking a client's temperature upon arrival of their appointment using a contactless digital thermometer.
 - NOTE: all personal information, including additional health, occupational, or recent high risk travel information gathered as part of the risk assessment will be kept private and stored in a digitally secure location. This information will not be released to any third party unless authorized in writing by the client.
- As masks are still required at the clinic, clients must wear a face mask during the treatment unless a medical condition not related to COVID 19, a variant or another virus/flu/disease (such as COPD, asthma, etc) prevents them from doing so. This also applies to the therapist.

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.
- 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.
- If a risk assessment indicates additional protection, 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.
- If PPE is required during the session, the therapist will follow doffing procedures of PPE as outlined by Alberta Health Services, after the 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
 - Container that holds the client's jewelry or other personal items
 - 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 used 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 to allow for full sanitization of the treatment room and equipment. This protocol will continue indefinitely, despite restrictions being lifted by the NHPC, AHS or the GOA.
- While cash is accepted, the preferred contactless methods of payment are:
 - 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.