



1.2 Clinic Guidelines – Patients

WELCOME BACK. WE ARE HAPPY TO SEE YOU AGAIN. PLEASE ENSURE YOU READ THIS INFORMATION IN ENTIRETY

Patient information and guide to our treatment protocols:

****You will be required to wear a mask for your time at the college; we require you supply your own mask and take it with you at the end of your appointment.**

Patient Instructions for Prior to your Appointment:

We ask all patients to please schedule appointments on-line with the Jane App, email clinic reception at clinic@collegeofmassage.com, or by calling 604-520-1830. Please do not book appointments on site after your treatments.

Payments for massage must be made prior to treatments (NO CASH, only by Debit/Credit).

You are now able to save your credit card information on Jane App, ensuring a faster payment transaction at your appointment.

You will receive a reminder notice 24 hours in advance of your appointment. This notification will also include a mandatory COVID pre-screening questionnaire that you must complete prior to your appointment. In the event you answer YES to any of the questions, you will need to cancel your appointment with us. Please do so promptly.

When you arrive for your appointment, you will be asked to follow the check-in instructions at the front Reception.

[Patient Instructions/Sanitization Protocols at Check-in:](#)

Upon arrival for your appointment:

Please do not check in more than **10 minutes** before your appointment time is scheduled to begin.

Prior to entering the Reception area, please use the hand sanitizer to disinfect your hands, or the washroom facilities and wash your hands with soap and water for at least 20 seconds.

You will be asked to complete a pre-screening questionnaire at the beginning of every appointment and sign off on your declaration of your answers.

Please go to an available designated waiting spot until your intern therapist comes to collect you for the appointment.

When leaving from your treatment room, the intern therapist will walk you to exit the building.

Please use the hand sanitizer station prior to leaving.

Patient information for during your appointment:

The intern therapist will endeavor to maintain a 2 meter (6 feet) distance from their patients during the health history interview. They will sanitize their hands prior to conducting the required physical assessment.

They will then chart their findings, explain the treatment plan to you, ask you to sign off on consent for treatment (with a sanitized pen provided) and will exit the treatment room to allow you the privacy to get ready for the treatment.

The student will return to the room, using a clean towel to grip the door handle to ensure they begin the treatment with clean and sanitized hands.

The student will end the treatment, stepping out to wash their hands. When you are finished getting dressed- please let the student knock on the door and open it.

The student will complete a reassessment and a homecare plan with you and then escort you to the exit to leave the building.

List of Items and Areas Cleaned Throughout WCCMT

Cleaning Agent: T-36 disinfectant, on the approved list by the Health Canada for COVID cleaning agents.

Before and After Every Appointment:

- Massage table
- Face Cradle
- All pillows
- Chair
- Intern's stool
- Door handles
- Light switch and Volume button
- Desk surface
- Oil bottle
- Personal storage bin
- Pens
- Reception area
- Chairs in all reception areas
- Hand sanitizer stations
- Escalator railings