



Hello from the staff at Back in Motion,

We appreciate your patience during this tough time. We are providing you with some upcoming changes and information to the clinic as it pertains to acupuncture and massage therapy. Please read and answer the following questions by emailing the clinic or texting your personal therapist. Your therapist will be in contact with you to follow-up with your answers before your treatment.

The following preliminary questions must be answered before booking an appointment:

- Have you travelled in the past 14 days?
- Have you been in contact with an individual with, showing signs of COVID-19 or have worked in laboratory settings involving COVID-19?
- Do you have any of the following A symptoms?
Category A

-Fever $> 38^{\circ}\text{C}$ or subjective fever

-Cough

-Sore Throat

-Shortness of Breath/Breathing Difficulties

***If yes to ANY questions above client can not receive an appointment**

- Do you have any of the following B symptoms?

Category B

- Runny nose
- Muscle aches
- Fatigue
- Loss of Smell or Taste
- Headache
- Hoarse Voice
- Nausea, Vomiting or Diarrhea for more than 24 hour

***If yes to 2 or more, client can not receive an appointment**

Information to know before your appointment:

-Mandatory for all clients and staff to wear a facemask while inside Back in Motion. (Please bring your own)

-We are allowed only 4 therapists to work at a time. Please be patient with the clinic as the staff has reduced hours.

-Please inform your therapist or clinic if your preliminary screening answers have changed since booking your appointment due to illness. Your therapist will do the same.

- Cancellation policy is still in affect unless illness related symptoms
- Please stay in your vehicle or outside the clinic (2 meters from others) before your scheduled appointment time. Your therapist will text or call you when the treatment room is sanitized thoroughly.
- Unless you require assistance, only client with the scheduled appointment is allowed in the building. No family, friends or children can wait.
- Please wear a mask and sanitize/wash hands the moment you arrive in the clinic. Proceed to your therapist's treatment room.
- Please follow social distancing rules in common areas. (2 meters)
- Debit/Credit only. No cash
- We are allowing ½ hour between appointments to properly clean before the next treatments.
- Please check your insurance coverage before your appointment. Some insurance plans have been put on hold during COVID-19.

Thank you very much for your cooperation and understanding. We look forward to seeing you for your appointment very soon! Stay Safe!