

## **New COVID 19 Procedures at The Well Space**

### **Patient/Client Requirements:**

- Parking lot waiting room and check-in. When you arrive in the parking lot, we ask that you stay in your car and wait for a phone call or text from your practitioner when they are ready to see you.
- Upon entering, we ask that you please wash your hands at the sink or use hand sanitizer available for you by the front door.
- Face masks will be required at all times in the office.
  
- Please wear loose clothing to your appointment that can be rolled up.
  
- Please do NOT come if you have had any symptoms of a cold, virus, bacterial infection, or Covid-19. You will **not** be charged a late cancel fee. This includes sore throat, muscle aches, chills, fever, cough, and loss of taste or smell. We are relying on your honesty. If anyone in your family has been ill, please do not come in. If you have traveled in the last two weeks, please do not come in.
  
- Each client coming into the office will [answer screening questions](#) before each appointment so we can ensure that each person who comes in is symptom-free.

### **Cleaning measures:**

- We will be sanitizing each room before and after each session, along with frequent cleaning of doorknobs, bathrooms, light switches, treatment tables, or any high touch points of contact in the office. When possible, we will open windows to allow fresh air to circulate after each treatment.
- We will continue to use table paper and all linens will be one-time use only and will be washed after every single use.
- We will continue to wash our hands diligently before, during and after every treatment. All staff will be wearing a mask in the office at all times.

### **Payments:**

- We will send you an invoice for your treatment so that you can pay online yourself for a touchless checkout. If you need a superbill please let us know prior to your appt.

We know these times are different from what we are used to. Please know we are here to support you in any way we can. Please take your time in making the best choice for you whether you come back to the office or not. Our online offerings will continue to grow and be on the lookout for new outdoor classes soon!

Please reach out to us if you have any questions or concerns. There are many ways we can help you feel better, so don't hesitate to reach out.

With lots of love, Trish and Michael

