Swelling solutions lymphatic health center

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Dear valued clients:

The Ontario Chief Medical Officer of Health has amended Directive #2 allowing regulated health professionals to begin operations as of May 27, 2020. However, they are only allowing this if strict conditions are met and on an urgent case only basis to start.

**WHAT DOES THIS MEAN FOR US?**

1. **Criteria for appointment scheduling**
2. You must be having difficulty with your swelling where you cannot manage through self-care measures and are in jeopardy of your garment not fitting or possible infection.
3. If you are a massage client, you must be in a state where your daily activities are affected by your pain and stiffness and self-care measures such as heat, stretching and self-massage are not helping and rest and/or medication does not take your symptoms away.
4. New clients will be assessed on the basis of need. A video consultation for the purpose of health history and education will be followed by an in-clinic treatment if the therapist deems the appointment as urgent.
5. Clients who are not having difficulty with swelling and are maintaining well will be booked in the second phase of our re-opening. When this will occur is not known as of yet.
6. The clinic will be monitoring for new spikes in Covid-19 in the region related to the opening of regulated health professional’s practices. The clinic reserves the right to close down again if a spike is seen and deemed to put us and our clients at risk.
7. You will be asked to answer a Covid-19 screening questionnaire upon booking and again before your treatment session at the clinic
8. **Clinic Environmental and Procedure Changes**
9. Physical distancing will be practiced in the common areas of the clinic
10. There will only be 2 therapists working on any given day in the first phase of our re-opening. Therefore, your therapist will not be working the same hours as previously.
11. Appointments will be kept to a minimum time frame in the initial re-opening phase. 30 and 45 minute appointments only will be offered to reduce contact time
12. There will only be 2 waiting chairs in the reception area that are at a distance of 2 meters apart.
13. We will not be accepting walk-in clients. Please come as close to your appointment time as possible to avoid waiting too long in the reception area.
14. Please drive yourself. If someone is driving you, we ask that they do not come in to the clinic to wait for you. Have them wait outside or come back and get you after your appointment.
15. You will be asked to use hand sanitizer upon entering the clinic
16. ALL clients must wear a face covering or a mask during their time in the clinic. AT THIS TIME, NO MASK, NO TREATMENT IS OUR POLICY. If you are unable to wear a face covering/mask it will be up to your therapist to decide if they can perform a treatment safely since you and your therapist will be within 3 meters of each other for the length of your treatment.
17. ALL therapists must wear a mask or face covering while in the clinic
18. Linens will be kept at a minimum. Therefore, check with your therapist as to appropriate dress for your appointment.
19. Preferred payment is by e-transfer. The payment machine is also available to you. Please check with your therapist if you wish to pay by cash or cheque.
20. Appointments will be appropriately spaced so as to ensure proper cleaning and disinfection between clients.
21. New clients that are unable to do a video consultation will be emailed a health history to fill out and asked to bring it with them for their appointment.
22. **Covid-19 paperwork**
23. All therapists will ask you screening questions before every treatment begins. You will be asked to sign a risk acknowledgement every time you receive a treatment which will become part of your chart.
24. The College of Massage Therapists is asking us to keep a log of names and phone numbers of all who come to the clinic each day. This is for contact tracing purposes. You may refuse, but keep in mind that if the clinic sees someone who tests positive, this information allows us to know who was present in the clinic at that time period and allow the public health workers to contact you.
25. **To keep you safe is our main goal**

That is why before every appointment booking, we do risk assessments through screening questions and before every treatment we do a point of care risk assessment making sure the environment and the treatment is as safe for you as possible. We thank you for your patience as we slowly re-open. Since the Covid-19 virus remains a threat in our community and the Waterloo Region Public Health advises that we can assume that we can contract the virus anywhere in the region, we must work together to prevent the spread of Covid-19. Please book only if it is urgent for now. Visit our website for more information and re-opening phase developments. [**www.lymphkr.com**](http://www.lymphkr.com)

With your best interests at heart  
  
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