

Please Help Us Keep Our Workplace Safe



MASKS

Masks are required for all **clinical appointments** (Physiotherapy, RMT, and PTSW).

Recreational clients (Private pilates and group class clients, excluding PTSW) are now allowed to remove their masks during exercise. Masks are required to be worn while moving around the studio.

All staff are still required to wear masks no matter the appointment type.



Proof of Vaccination

In accordance with the mandate issued by our PHO on September 13, 2021, we require all clients attending private and group pilates appointments to provide proof of vaccination prior to their appointment. Please have your proof of vaccination ready on arrival. You can get your vaccination card here: gov.bc.ca/vaccinecard



Sanitization Stations

There are sanitization stations provided in each room! Please remove your shoes at the door, and sanitize your hands upon entry.



Enhanced Cleaning

Our team has the cleaning covered! Please arrive at your appointment on time and wrap up as instructed, so that our staff have enough time to sanitize all equipment and linens between clients.



Stay Home if Ill

If you're feeling unwell, or show any symptoms of Covid-19, please reschedule your appointment. Take it easy until you feel better!



FORM Body Lab Covid-19 Policies and Procedures

At FORM, the health and safety of our clients is our number 1 priority. As a business that offers healthcare services, our aim is to ensure that we've implemented policies and procedures that not only meet, but exceed, the strongest recommendations and bylaws put forward by our governing bodies, including:

- Our Relevant Health Authorities,
- Work Safe BC,
- The College of Physiotherapists of BC, and
- The College of Registered Massage Therapists of BC

We have been safely welcoming our clients with our enhanced protocols since May 2020. While we know that these measures are temporary, we are confident that we have curated a relaxing and positive experience for you while adhering to the current regulations.

What to expect at your next appointment:

Reducing Exposure:

- All of our services remain by-appointment only. We are not offering drop-in classes at this time.
- We ask that you complete any sign-up procedures, including account management and intake forms, prior to your arrival at the studio. If you can't fill out your waiver digitally, please let us know and we will have a printed one ready for your arrival.
You can find our new client intake forms on the booking page of our website.
- Please arrive no earlier than 5 minutes prior to your scheduled appointment time
- We want to catch up with you, too, but please do not linger after your session. We have a lot of cleaning to do between you and the next client, and for hygiene reasons, we won't start this until you leave. Our team needs these precious minutes between clients to ensure the health and

safety of everyone who enters our studio. For the same reason, we will not be able to run over your appointment time, so please do not be late.

- All clinical appointments will be held in private treatment rooms, or in a dedicated healthcare studio space.

Prior to your Appointment:

- Please cancel your appointment if you are feeling sick or show symptoms of Covid-19.
- Please have your Vaccine passport, or other proof of vaccination ready to show our staff if you are attending a recreational service.
- If you are unsure if you should attend the studio (or anywhere else) you can use the Self Assessment tool below: [BC COVID Self Assessment tool](#)

Arrival & Entry:

- Beginning September 13, in accordance with the mandate issued by our PHO, we require all clients attending private and group pilates appointments to provide proof of vaccination prior to their appointment.
 - Proof of 1 dose of the vaccine will be required starting Sept. 13,
 - Proof of both doses will be required, starting October 24,
 - You can apply for your BC Vaccine Card by visiting: gov.bc.ca/vaccinecard

Our verification process:

- When you arrive to the studio, please have your BC Vaccine Card ready for display
 - You will be asked to show us your BC Vaccine Card along with a piece of valid government photo ID for people 19+.
 - At the time of verification, we will ask for your consent to make a note that we have seen your proof of vaccination- which will allow for us to waive in-person verification at any future check-ins. You can revoke this consent at any time.
 - You can see more information about the vaccine card, here: <http://gov.bc.ca/vaccinecard>
- Upon arrival, please remove your shoes – no outdoor shoes past the welcome mat.
 - Please bring a clean pair of socks with you and put them on upon arrival.
 - We have a new sanitization station at the front door. Upon arrival, please use our hand sanitizer and wipes on your hands and any items you bring with you.

- Please use our lockers to store any of your personal belongings; we want to avoid bringing high-touch items (phones, keys, wallets) into our treatment and workout areas.
- Arrive alone unless medically required, or you are a minor. Parents must still accompany minors.

While at the studio:

- Bathrooms, lockers and change rooms are all readily available, but we do recommend arriving ready for your appointment!
- We have filtered water available for everyone, but are not able to offer mugs or cups right now. Please bring your water bottle to refill.
- Each treatment room and reformer is equipped with everything we need for your session. We are no longer sharing props or equipment; this may mean that some of the props or equipment you're used to using will be unavailable for a little while.
- We will sanitize everything between clients to ensure everything you touch is clean.

Cleaning Policy:

- We have implemented an ongoing cleaning schedule for all common areas and high touch surfaces with medical-grade disinfectant.
- We will allow extra time between clients to disinfect all equipment and treatment rooms. Our team will do all the cleaning (Pilates clients you're off the hook for now! 😊)
- Linens (as always) will be sanitized and washed between each client.
- All staff wash their hands between clients and upon arrival at the studio.

Mask Wearing & PPE:

- For right now, EVERYONE is required to wear a mask while in the studio.
- If you have a mask, please bring it with you and put it on before entering the building.
- If you do not have one, we can offer disposable medical masks at the front desk.
- Our staff will be wearing clean, work only designated clothes and shoes.

Payment and scheduling:

- We ask that, wherever possible, all payments will be made via your account through Mindbody Online. We require a credit card on your file, and we will charge your session or package to that credit card at the time of service. Please limit debit or cash payments as much as possible.
- Visa and Mastercard only.
- We do not automatically provide paper receipts – all receipts are emailed to you upon payment. If you require a printed invoice, please let us know prior to your appointment.

The health and safety of our community is our top priority. If changes to our policy are needed, we will do so promptly. Please let us know if you have any concerns at all.

If you are high risk or don't feel comfortable attending our studio right now, we welcome you to continue with virtual sessions until that changes. We are happy to provide both in-person and virtual services for the foreseeable future.

If you are unsure if you should book in-person or virtual physiotherapy, please contact us. We are offering free 5-minute phone calls with your physiotherapist to help you navigate what's best for you.

We are very grateful to have you all back in the studio with us and can't wait to see you soon!