

# ROOTS 2 RISE

## RECLAIM WHAT'S YOURS

### POLICIES & PROCEDURES

**\*NOTE: Policies & Procedures may change as the state of stages of COVID change**

#### **PRIOR TO YOUR APPOINTMENT**

A pre-screening questionnaire will be sent to you via email or done over the phone. Please fill this out the day of your appointment and sign and return it electronically.

We will only require you to digitally or verbally answer the COVID assessment once prior to your first appointment, however, we trust you will stay diligent in your own health practices and keep the R2R team informed of any changes in your health.

***Please email us ASAP at [info@roots2rise.ca](mailto:info@roots2rise.ca) if your health changes, even if you are not sure. Please do not come to the studio.***

#### **DAY OF YOUR APPOINTMENT**

- Clients will be spaced to allow for proper cleaning so there will be no risk of coming in to contact with anyone other than your R2R specialist.
- All entry doors and bathrooms will be wiped down and cleaned after each appointment as well as prior to the next appointment.
- Masks will be required upon entry and departure. If not in use while training, we ask that you keep your mask in a pouch or Ziplock.
- All clients will be required to wear a mask for the duration of their FST appointment. Breaks will be allotted when needed. If you are unable to wear a mask, please speak with a member of R2R. For all personal training or movement sessions masks will not be mandatory though they are encouraged.
- Masks will be available for clients that do not have one.
- We will have crates for you to keep your belongings in.
- All clients and R2R staff will be required to wash or sanitize hands prior to and at the end of each session.
- Hand sanitizer will be widely available.
- All beds and equipment will be wiped down and disinfected before and after use.
- All fabric items (pillow cases, head covering, towels) will be a single use and washed at the end of each day. Should you wish to bring your own with you please speak with a member of the R2R team.
- Specialists will wear masks and/or shields during appointments.

As fascial stretch specialists, it is impossible for us to maintain physical distancing and remain contactless.

For all movement and personal training sessions, physical contact will be limited and only used when the safety and form of the client is of concern and both parties are in agreement.

#### **NEW FASCIAL STRETCH ASSESSMENT PROTOCOL**

All Fascial Stretch Therapy Assessments will be a 2-part procedure. We will conduct a 30-45 minute virtual session through ZOOM to meet and go over your health history. We will then schedule you an in-person treatment appointment for a 60 minute movement assessment and stretch session.

All Movement, Personal Training, and Low Back Pain Assessments will take place in person.

We are a small boutique studio by appointment only so it will be easy for us to control who enters, maintain quick communication and follow protocol for contact tracing.

#### **WE ARE ALL IN THIS TOGETHER AND WE KINDLY ASK THAT THAT IF YOU:**

Are sick, stay home.

Are experiencing symptoms prior to your appointment please call or email to cancel.

Have symptoms, think you were exposed to COVID-19, or travelled outside of Ontario within the last 14 days, cancel your appointment and reassess with the self-questionnaire.

Continue to monitor your health and stay proactive with safety measures and protocols.