

Procedures for Patient & Staff Safety at Vital Bloom Wellness

When you book an appointment:

- You'll receive a COVID-19 screening questionnaire via email.
- We will call you within 24 hours of appointment to confirm screening & protocols.
- All intake forms are done online.
- Virtual appointments available for Free Consult and New Patient History/Intake.
- If it has been over 12 months since your last appointment, you will be asked to complete an updated intake form prior to arrival at clinic.

When you arrive for your appointment:

- Our building is currently in a "soft lockdown". Only persons with confirmed appointments are being allowed access to the building.
- Our building's elevators have a limit of 2 persons at this time. Please plan accordingly to avoid line ups in lobby.
- Please do not bring family/friends to your appointment, unless essential.
- Do not arrive more than 5 minutes before your appointment. If you do, please wait outside the office until we are ready for you.
- **A mask is required for all clients**, please bring your own mask to the appointment. A limited number of extra masks are available here, at a small cost.
- Wash hands in the bathroom (near 7th floor elevators) prior to appointment. The bathroom will either be unlocked or the code will be in your confirmation email.

Safety and reducing exposure at our clinic:

- All surfaces, chairs, tables, door handles, etc. will be wiped down frequently during the day.
- There will be a 30-minute break in between appointments to sanitize the office.
- We encourage online payment (either e-transfer or direct billing to your insurance). If you use the terminal, it will be wiped down between uses. No cash will be accepted until further notice.
- Your practitioner will be wearing a mask throughout the visit, and may also wear gloves and/or a face shield as necessary.

Please stay home if ...



- You feel sick and have any of the following symptoms: shortness of breath, fever, new or worsening cough.
- You have a sick family member at home.
- If you have travelled in the past 14 days.
- If you suspect you may have been exposed to COVID-19 in the past 14 days.