

# GUIDANCE FOR WELLNESS SERVICES

## Overview

Under current Chief Medical Officer of Health Orders, businesses and entities are required to:

- implement practices to minimize the risk of transmission of infection among attendees;
- provide procedures for rapid response if an attendee develops symptoms of illness;
- ensure that attendees maintain high levels of sanitation and personal hygiene;
- comply, to the extent possible, with the [COVID-19 General Relaunch Guidance](#), this guidance, and any other applicable Alberta Health guidance found at: <https://www.alberta.ca/biz-connect.aspx>.

This document has been developed to support those who provide wellness services (such as acupuncture, acupressure, massage therapy, floatation / sensory deprivation, reflexology, reiki, energy healing, etc.) in reducing the risk of transmission of COVID-19 among attendees (including workers, volunteers, patrons and the general public). The guidance provided outlines public health and infection prevention and control measures, specific to these activities.

This document and the guidance within it is subject to change and will be updated as needed. Current information related to COVID-19 can be found: <https://www.alberta.ca/covid-19-information.aspx>

## COVID-19 Risk Mitigation

<b>General Guidance</b>	<ul style="list-style-type: none"><li>• Encourage and facilitate staff and attendees to stay up to date with developments related to COVID-19.</li><li>• Notify staff and clients of the steps being taken to prevent the risk of transmission, and the importance of their roles in these measures:<ul style="list-style-type: none"><li>○ COVID-19 signage should be posted in highly visible locations:</li><li>○ “Help prevent the spread” posters are available.</li><li>○ When possible, provide necessary information in languages that are preferred by clients.</li></ul></li><li>• All Albertans must follow CMOH Order 05-2020, which establishes legal requirements for quarantine and isolation.<ul style="list-style-type: none"><li>○ Anyone with symptoms of COVID-19; with a history of international travel in the last 14 days; or with close contact with a confirmed case of COVID-19 in the past 14 days must remain at home.</li></ul></li><li>• Hand sanitizer containing at least 60% alcohol should be placed in convenient locations throughout the facility.</li><li>• Operators should develop a plan to provide isolation for an attendee if needed.</li><li>• Operators should keep up to date with the masking requirements set at the local level.</li></ul>
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<p><b>Booking</b></p>	<ul style="list-style-type: none"> <li>• Encourage clients to <a href="#">wear masks</a> for their appointments.             <ul style="list-style-type: none"> <li>○ Ask clients to bring their own mask and have a supply of masks on hand.</li> <li>○ Mask changes may be necessary during services that are longer in duration. Masks should be changed if they become damp.</li> </ul> </li> <li>• Businesses are advised to have their clients book appointments online or by phone. Walk-in service should be discouraged.</li> <li>• For services not already required to do so, it is strongly recommended that client contact information be kept for a period of four weeks. This will assist in public health contact tracing where necessary. For more information on this, please see the <a href="#">General Relaunch Guidance</a>.             <ul style="list-style-type: none"> <li>○ Providing information is voluntary for attendees. An organization must obtain an individual’s consent and notify them about the purpose and legal authority for the collection.</li> <li>○ Any personal information that is collected for COVID-19 contact tracing can only be used for this purpose, unless an individual provides their consent.</li> </ul> </li> <li>• Stagger appointment times to enable distancing in high-traffic areas such as lobbies.</li> <li>• Consider creation of dedicated time slots (e.g., mornings) or full days for appointments for higher-risk clients.</li> <li>• Space appointment times to ensure workstations and service areas can be properly cleaned and disinfected.</li> <li>• Consider adjusting or waiving cancellation fees for clients who cancel due to quarantine, isolation or illness.</li> <li>• Ask clients to attend appointments unaccompanied, unless necessary (e.g., a parent or guardian may be necessary where services are provided to minors or elderly).</li> </ul>
<p><b>Front End</b></p>	<ul style="list-style-type: none"> <li>• To prevent gathering, ask clients not to arrive more than 5 minutes before their appointment.</li> <li>• Where waiting areas are not large enough to enable 2 metres of distancing, ask clients to wait outside or in vehicles and text or call clients when the client service area is ready for them.</li> <li>• Remove non-essential high-touch items like magazines and toys.</li> <li>• For businesses with a reception area, a physical barrier at the service counter between staff and clients is recommended.</li> <li>• Wherever possible, use contactless electronic payment.</li> <li>• Provide hand sanitizer with a minimum of 60% alcohol content for client and worker use at points of entry and exit.</li> </ul>

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	<ul style="list-style-type: none"> <li>• If providing food or beverages to clients, do not allow self-service. Serve clients directly and collect and wash or discard used containers or dishes immediately.</li> <li>• Avoid providing samples and testers and ask customers to avoid unnecessary handling of retail products. If you provide significant retail offerings, see the Guidance for Retail Businesses.</li> <li>• Consider “one-way” traffic flow within the facility. Direct traffic to minimize face-to-face interactions between multiple clients.</li> <li>• Allow clients to hang up their own jackets and hats in closets.</li> </ul>
<p><b>Considerations for All Facilities</b></p>	<ul style="list-style-type: none"> <li>• Ensure a sufficient supply of masks, gloves, hand sanitizer, hand soap, disinfectants, cleaning materials and sterilization equipment.</li> <li>• It is safest to perform client services in a dedicated service room.</li> <li>• Where client service areas occur in shared spaces, tables and work stations should be separated by a minimum of 2 metres or through the use of physical barriers.</li> <li>• Avoid sharing products or tools between workstations. If sharing is required, clean and disinfect products and tools between users.</li> <li>• Wash reusable towels, robes and related items between clients, and dispose of non-washable items immediately after each service.</li> <li>• Mechanically dry all laundered items thoroughly at a high temperature setting.</li> <li>• Equipment must either be cleaned and disinfected, or disposed of, after each client service.</li> <li>• Remove any non-essential decorations from the work areas.</li> <li>• Limit any food or beverages in the work area.</li> </ul>
<p><b>Services Provided in a Face-to-Face Manner</b></p>	<ul style="list-style-type: none"> <li>• A physical barrier (such as a clear acrylic sheet) should be placed between staff and clients when services are provided in a face-to-face manner.             <ul style="list-style-type: none"> <li>○ Barriers can be modified to allow hands to pass underneath but prevent droplet transmission, if required.</li> </ul> </li> <li>• Where barriers are not possible, it is expected that both the client and worker wear masks (<a href="#">non-medical masks</a> at a minimum).</li> </ul>
<p><b>Additional Considerations for Floatation Tanks</b></p>	<ul style="list-style-type: none"> <li>• Floatation services may resume. Operators are expected to follow these guidelines along with and provincial and industry specific operational guidelines.</li> <li>• As float solutions may have been unused for some time, operators are expected to perform chemical, physical and microbiological testing to ensure that the float solution is safe for users and that equipment is functioning optimally.</li> </ul>

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<p><b>Additional Consideration for Massage Therapy</b></p>	<ul style="list-style-type: none"> <li>• Clients and practitioners should wear non-medical face masks.</li> <li>• If a client has difficulty breathing while face-down during massage treatment, their mask may be removed.             <ul style="list-style-type: none"> <li>○ Once the massage is complete, or once the client moves to a face-up position, the client should wash their hands and put on a mask.</li> </ul> </li> </ul>
<p><b>Services Provided in Higher-risk Bodily Areas</b></p>	<ul style="list-style-type: none"> <li>• Services that occur in or around the client’s mouth, nose, eyes, genitals and anus are strongly discouraged at this time as the virus is found in saliva, fecal matter and mucosa. These services include:             <ul style="list-style-type: none"> <li>○ Acupuncture around the eyes.</li> <li>○ Colon hydrotherapy.</li> </ul> </li> <li>• If performing these activities, workers should wear, at a minimum, gloves, eye protection, masks and disposable aprons if not already standard operating procedure. Workers must also be protected while reprocessing any reusable equipment used in these services.</li> </ul>
<p><b>Services Offered in Enclosed Spaces</b></p>	<ul style="list-style-type: none"> <li>• The operator should be able to ensure and monitor physical distancing where services are offered in enclosed spaces (e.g., infrared saunas, light rejuvenation chambers).</li> <li>• In small, poorly ventilated spaces, no more than one person at a time should use the service.</li> <li>• Enhance cleaning and disinfecting of surfaces associated with these amenities.</li> </ul>
<p><b>Mobile, Vehicle-based and Home-based Services</b></p>	<ul style="list-style-type: none"> <li>• This guidance also applies to any mobile, vehicle or home-based wellness service provider.</li> </ul>
<p><b>Workers</b></p>	<ul style="list-style-type: none"> <li>• Self-monitor for symptoms of cough, fever, shortness of breath, runny nose or sore throat. Staff must stay home and are encouraged to complete the COVID-19 Self-Assessment Tool or call 811 if experiencing symptoms to arrange for testing.</li> <li>• Wear masks (procedural/surgical or non-medical) while working directly with clients and anywhere physical distancing cannot be maintained.</li> <li>• Wash or sanitize hands before starting work, before and after each client service, and after any other activity.             <ul style="list-style-type: none"> <li>○ Where massage occurs using oils or creams, hands should be washed with soap and water in a sink. Hand sanitizer is not effective on soiled hands.</li> </ul> </li> <li>• Arrange staffrooms, staff meetings and break times to allow for physical distancing.</li> <li>• Ensure staff are aware of, and able to assist clients with, protocols.</li> </ul>