

POLICY AND PROCEDURE UPDATES RELATED TO COVID-19 SAFETY

While COVID-19 is still present in our community, our massage facility will operate with these changes to standard policies and procedures to protect staff and client safety.

Late Cancelations:

I will waive the late cancelation policy for anyone who develops a fever or symptoms of illness. Please call to let me know you don't feel unwell and we will cancel your appointment without charging you a fee.

Pre-Session Screening:

Please expect a phone call health screening 24 hours before your massage appointment.

I will ask:

- Have you experienced any cold or flu-like symptoms in the last 14 days or has a health professional asked you to self-isolate in the last 14 days?
- Have you been in close contact with someone experiencing cold or flu-like symptoms or have you cared for someone testing positive for COVID-19 in the last 14 days?
- Have you been tested for COVID-19 in the last 14 days and if yes, what was the result?

Arrival Procedure:

When you arrive at the massage studio I will follow a strict protocol to ensure your safety and mine: Please wait in your car. I will send you a text message when I'm

ready for you to come in. Please wear your face covering. I will greet you at the door and take your temperature with a no-touch thermal temperature reader to make sure you don't have a fever. I will ask if you have any symptoms of illness including a cough or digestive issues.

If you have a fever or symptoms of illness we will reschedule your massage session to a later date.

I will ensure that you have a proper facemask and ask you to clean your hands with an alcohol-based hand sanitizer. Should you not have a proper facemask, I will provide one.

While COVID-19 is present in the community we will limit talking to only communication necessary for ensuring a comfortable and safe massage.

If you develop symptoms of illness or test positive for COVID-19 within two weeks of your massage session, please call me immediately.

I will follow up to check in on your health 1 week and 2 weeks after your session.