



HEALTH PROTOCOLS FOR MASSAGE CLIENTS 6/30/20

WHAT YOU CAN COUNT ON FROM ME:

If, for any reason, I am not feeling well, or anyone in my home is not feeling well, I will reschedule your massage. I will be taking my temperature each day. In the case that I have a fever, or any symptoms related to illness, I will notify you right away.

A day or two before your appointment I WILL:

- Send you an email that includes some questions to ask yourself about potential symptoms, how you are feeling and your recent travels.
- Send you an Informed Consent form for you to review, print and complete and bring with you— *you will sign this form in my presence* before the massage begins.
- Make a suggestion of a next scheduled appointment day and time that you will confirm or change by email reply to me. This will help limit the time we spend together.

At the time of your appointment I WILL:

- Ask that you call me from your car upon your arrival. I will ask you the questions I sent to you the day before and ask about any issues you might have or areas of special focus for your massage session. Handling this over the phone is to limit the amount of talking we do while in close proximity.
- Wear my mask at all times while you are here.
- Meet you at the massage studio door and open the door for you. Then, I will take your temperature with a no touch thermometer. A temperature of 100.4 or higher will mean we need to reschedule your session. My cancellation policy is relaxed to accommodate this situation.
- Use hand sanitizer to maintain cleanliness of my hands and oil bottles.
- Wash my forearms and hands thoroughly before and after each session, as always. I will use a paper towel, so I don't need to touch a door handle or other object once I have cleaned. I ask you to do the same.
- Wear an apron over my clothing, which will be changed after each session.

After each session I WILL perform these sanitization protocols:

- All linens, including blanket, mattress pad, water resistant cover under mattress pad/face cradle covers will be carefully removed from the massage table and face cradle and washed.
- All surfaces will be wiped down with a hospital grade cleaner and allowed to completely dry between clients including all door handles and touch surfaces.
- My apron and face mask will be changed and washed after each client.
- Vacuum carpet frequently. Note that it is not possible for me to disinfect it.

WHAT I ASK OF YOU:

Before you leave your home/work for your session:

- If you are unsure about how you are feeling, please take your temperature and give me a call. Together we can decide the best course of action. Please know that if your temperature is 100.4 degrees or higher when you arrive, we will definitely reschedule.
- If you travel outside of the US or Maryland by commercial airline, bus or train you will need to allow 14 days after returning home before receiving a massage. Call me if you have any questions about your contacts in the last 14 days.
- Bring your own **CLEAN** mask and wear it for your entire massage session. No exceptions.
- Print and complete the Informed Consent form and bring it with you for your chart. I need the form for EACH massage you receive.
- Write your check for payment or have your *exact* amount of cash prepared ahead of time. Please place your payment in the box on my counter before you leave your session.
- Do not wear any jewelry that you will need to remove before your massage session.
- Bring a water bottle in with you. For the foreseeable future, I can no longer serve water, but want you to have water if needed and to drink water after your session.
- I will ask you to remove your shoes inside the door and put on a pair of socks that I'll supply (or you can bring a clean pair of your own if you prefer) You will wear socks while walking on my carpeting. This is because I cannot disinfect the carpeting in my studio like other surfaces.

Once you are in the massage studio:

- Use available hand sanitizer upon entering the studio and, of course, wash your hands thoroughly after using the bathroom. After sanitizing, please use a paper towel to dry your hands completely and to handle the faucet and doorknobs.
- Please wear your socks until you are on the table and then take them off. I will have a container for you to place your clothing in when you undress and will add your socks to the container before we start the massage.
- Keep your mask on the entire time you are here including during your massage while face up. When you turn face down on the massage table, you can choose to remove your mask, as I have an extra drape under the face cradle to catch droplets and you can then remove your mask until you turn face up.

You will notice quite a few changes when you come for your massage:

- We will need to limit the amount of talking we do for our safety. I know that this will be hard for both of us. I will gently remind you during the session as needed, and should you feel I need a reminder, I ask you to let me know.
- We will no longer sit in the waiting room. I have removed the upholstered chairs, fountain and lamps. It looks sparse but it will allow me to keep it as clean as possible.
- Your chair in the massage room has been replaced with a chair that I can wipe down.
- My trashcans have been replaced with step cans with closed lids.
- I have touch free hand sanitizer and soap dispensers for our use.
- I have removed the small aromatherapy selection “smelling” jars.
- For the foreseeable future, I will not shake your hand or hug you and we won’t linger before or after your session. This will be especially hard for me as I love my clients and want to hear how you are doing and get feedback about your massage session.

I welcome a text, email or phone call with any and all comments or suggestions about these protocols as well as your massage session. I always strive to provide you with excellent service.