

**OFFICE POLICIES AND PROCEDURES RELATING TO COVID-19**

*Cleaning and Disinfecting Procedures.* Rigorous cleaning and disinfecting procedures will be in place.

- At the beginning and end of every workday, and between every two clients, all touch surfaces in the entrance area, waiting room, bathroom, and treatment room will be thoroughly disinfected with pure 90% alcohol.
- As always in my practice, all linens are single-use and laundered prior to use. I am covering the massage table and all pillows with a nonpermeable liner just below the linens will be disinfected with pure 90% alcohol between every appointment.

*Cancellation Policy.* Amid the ongoing uncertainty regarding COVID-19, this is a reminder of my cancellation policy to alleviate any stress or hesitation you may have about an upcoming appointment. If you need to cancel or reschedule for whatever reason, and especially if you are not feeling well, I understand and urge you to contact me as soon as possible to do so. There are no penalties for cancellation at any time up to your appointment time *if you let me know* by phone call, text, or email. If you do not inform me of your cancellation (a “no-show”), you will be charged the full appointment fee.

*Sickness.* COVID-19 has a wide range of possible symptoms in addition to the ones that have been widely publicized. You will find a comprehensive list of possible symptoms from the [Centers for Disease Control](#). Massage/bodywork is not appropriate care for infectious or contagious diseases and is contraindicated for these illnesses. You will be asked to complete a short health checklist and to sign a consent for treatment before each appointment. Please cancel or reschedule your appointment if any of the following apply to you:

- You have now, or recently had, a fever;
- You have now, or recently had, any respiratory or flu symptoms, sore throat, shortness of breath, pressure in your chest, extreme fatigue, persistent headache, diarrhea, persistent loss of smell or taste; and/or
- You have now, or recently had, any symptoms of ill health.

Again, illness of any kind is a contraindication for massage therapy.

*Contact and Travel.*

- If you know or suspect you have had contact within the past two weeks with anyone who is ill, especially with COVID-19-type symptoms, who has tested positive for COVID-19, or who is being treated medically for any illness, please cancel your appointment.
- I will continue to practice responsible social distancing at all times. If I have any suspicion that I have been exposed to COVID-19, I will immediately inform all clients I have seen within the previous 14 days, and I will self-quarantine for 14 days by cancelling appointments and closing my office for that time period.
- Please let me know if you have traveled outside our local community within the past 14 days, especially by airplane.

## ***LYNDA KEES massage therapy***

### *In-Office Procedures.*

- Please arrive at your appointment wearing a face mask or cover and wear it when you leave the massage room at the end of your session. If you are comfortable doing so, also wear it during the face-up portion of your session.
- Please wash your hands thoroughly immediately upon entering the office.
- I will wear a clean mask and apron with every client.
- After thorough handwashing, I will dispense cream into a solo-use container for each client to avoid any transfer between clients.
- Use hand sanitizer provided in the treatment room to sanitize your hands after your massage. Bring all objects you have handled, such as your own mask or pen, with you when you leave.
- After your appointment, we will handle payment and schedule your next appointment in the massage treatment room from a healthy distance of six feet.
- I will continue my long-standing policy of spacing appointments 30 minutes apart. This will allow time for you to safely come and go without crossing paths with other clients. This also allows time for me to thoroughly disinfect all areas of the office for your safety. If you arrive early for your appointment, please wait in your car until 10 minutes before your appointment.
- For the time being, I will not be doing massages on the face with clients in face-up position. I will work on shoulders, neck, and head with you lying face-up if you wear a face cover during that part of the session. Risk is also reduced by limiting conversation during massage sessions.
- The office will not be able to offer water, magazines, or candy for the time being.