



Covid-19 Client-Intake and Checkout Steps

These updates and changes to standard massage policies and procedures aim to decrease health risks while COVID-19 is present in communities.

1. **Clients must look out for the Thank-You email after their service is complete it contains the Covid-19 follow-up questions.**
2. Clients must have a face mask to enter the office. If not, we have them for sale \$1.00 /each.
3. Clients must use the wall hand sanitizer or sanitizer upon entering the office.
4. Clients must safely remove their face mask and show their faces. Clients must safely put their face mask back on and use hand sanitizer.
5. Clients must have their temperature taken upon entry.
6. Clients must answer the Covid-19 Intake form questions by email before every visit.
7. Clients must complete the Covid-19 intake form signature page upon arrival
8. If you did not answer the Covid-19 intake questions via email before your visit. You must fill out the intake form upon entry.
9. If you need to use the restroom, you must use hand sanitizer upon re-entry.
10. You may be required to fill out your intake forms in the massage room.
11. Massage therapists will wear a protective apron and mask and change these protective garments between clients.
12. Clients will receive the service room face mask instructions before the start of service.
13. Limit general talk during the massage. Check-in with your Massage Therapist regarding pressure and effectiveness.
14. Client checkout may be performed in the massage room.
15. The time between massage appointments may be longer to account for disinfecting when necessary 30Min-1HR.
16. Friends and family of the client are not allowed to wait in the reception area while the client receives the massage. Unless they are that client's legal guardian or an assistant for a disabled person who needs to be on immediate standby.
17. No same room services at this time. Same time services only.
18. Covid-19 disinfectant duties will be performed between every service: break-down and set-up.

Please refer to these guidelines before scheduling your appointment to help with making this process as seamless as possible. We appreciate all of your patience at this time and are looking forward to servicing you soon.