

Purpose

The purpose of this procedure is to outline the safety and prevention tips for COVID-19 for our clients when visiting our facility.

Personal Protective Equipment (PPE)

Clients will be required to wear a face mask while on site for their appointment to protect your health and the health of our service providers. Make sure that your mask fits and be sure to wear your mask properly; it should completely cover both the nose and mouth, fit snugly but comfortably against the sides of your face, and allow you to breathe without restriction.

Physical (Social) Distancing Guidelines

The Centers for Disease Control has provided guidance on some of the best practices people can follow to prevent the spread of COVID-19. Two of the best practices recommended by the CDC include frequent handwashing and practicing physical distancing.

It is important to maintain good social distance (at least 6 feet) between yourself and others. Wash your hands often and stay home if you are sick. Cover your mouth and nose with a face mask when around others in public places.

Symptoms of COVID-19 Include (But are not limited to):

- Cold or flu-like symptoms (fever, cough, difficulty breathing, sore throat, pressure in the chest, extreme fatigue, earache, persistent headache, diarrhea and persistent loss of smell or taste)

Rescheduling clients

Clients are responsible for appointment rescheduling 24/7 online. If a client is feeling sick, they must use the online booking scheduling system to rebook a session 24 hours before the appointment to avoid penalty fees.

It's very important to communicate changes with your therapist at your earliest convenience. Your health and safety is our first priority.

Waitlist protocol

We will accommodate as many clients as possible into our available schedule. However, there will invariably be clients every week particularly on the weekends and evening hours who find that the schedule is full. Here is everything you should know about Spirit Massage's policies if you find yourself in the following situations:

Periodically Check the Online Scheduling System:

The best advice we can give you is to continue checking the Online Scheduling System as often as you can. Clients can add/cancel appointments at any point during the week. This is particularly true right before the middle of each weekend, when clients prepare for the holidays and/or try to create better schedules. You will be able to view any available appointments the more frequently you check the system. Therefore, it is on a first come, first serve basis

Prepare for the Inevitable:

We kindly ask that you arrive to your appointment 15 minutes early to enjoy every minute of it. The magic formula is where your availability and open appointments meet at your convenience. We recommend setting up with your therapist a treatment plan with specific or reoccurring monthly appointments that fit your schedule. There is no penalty for being proactive and planning a healthier life. You only get one you, so take care of yourself on every level.

Send us a message:

You can always send us a message through the contact form and alert us of your concerns, availability, or difficulty to rebook. We can always put you on the weekend waitlist and call you during break periods to confirm your appointment.

Cleaning protocol

We follow the CDC and AMBP safety protocols for client pre-screening, business cleaning and disinfecting before and after every session, scheduling by appointment for contact tracing purposes, and reducing format transmission through HEPA and ionized air filtered systems in each room.

Air is first filtered by the building's HEPA filter through forced air. Within the massage room, air is refiltered, ionized and recirculated outside the massage room to the exterior of the suite. Floors are swept and sanitized by Roomba. All services are sanitized with EPA approved disinfectant that kills 99.9% bacteria, virucide, fungicide and mildewstat.

To further prevent COVID-19 we do not schedule multiple appointments at the same time to prevent patients from waiting in the waiting rooms. This is why you will notice we do not have any waiting rooms at our facility. We service clients one at a time by appointment and we do not provide couples massages for this reason.

Self-Certification

To prevent the spread of COVID-19 in our community and reduce the risk of exposure to our staff and clients, we are utilizing this simple screening questionnaire. **Your participation is important** to facilitate contact tracing in the event you come into contact with someone who later tests positive for or who displays symptoms of COVID-19 and to help us take precautionary measures to protect you and everyone we work with. Thank you for taking the time to complete this form.

Please bring your completed form with you and give it to your host upon your arrival.

Visitor Name:	Click or tap here to enter text.	
Contact Phone:	Click or tap here to enter text.	
Company Name and Address:	Click or tap here to enter text.	
Self-Declaration (Check Box)		
1. In the last 14 days, have you received a confirmed diagnosis for coronavirus (COVID-19) by a coronavirus (COVID-19) test or from a diagnosis by a health care professional or are you waiting for a pending COVID-19 test result?	<input type="checkbox"/> Yes <input type="checkbox"/> No	
2. In the last 14 days, have you: a. Traveled internationally? b. Traveled across the U.S.A (except commuting between work and home)?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Yes <input type="checkbox"/> No	
3. In the last 14 days, have you had close contact with or cared for someone diagnosed with COVID-19 or are you participating in a COVID-19 clinical study that includes being exposed to the virus?	<input type="checkbox"/> Yes <input type="checkbox"/> No	
4. In the last 14 days, have you experienced any cold or flu-like symptoms (to include fever, cough, shortness of breath or difficulty breathing, sore throat, pressure in the chest, extreme fatigue, earache, persistent headache, diarrhea, vomiting, muscle pain, chills, repeated shaking with chills, and persistent loss of smell or taste)? Note: Answer "Yes" if the symptoms you have experienced are of greater intensity or frequency than what you normally experience. Note: Answer "No" if you have been evaluated by a healthcare provider and have had a negative COVID-19 test within 14 days after the onset of symptoms.	<input type="checkbox"/> Yes <input type="checkbox"/> No	

If you answer **"No"** to all self-screening questions

You will be granted access to our facility.

If you answer **"Yes"** to one or more of the self-screening questions:

You should **NOT** visit our facility as you will not be allowed on premises, and you should contact your therapist to make alternate arrangements or use our scheduling system to reschedule within 14 days.