

## Irene's Clinic Protocols

- One supervisor desk in office, Second supervisor desk outside office
- Clients interact with supervisor in office, Students interact at supervisor desk in hallway
- Session times staggered to avoid crowding
- Clients pay online to minimize transactions, Small tip envelopes provided to clients
- Minimize paperwork – TBD – digital charting
- Student therapists receive a clipboard at beginning of shift and sanitize throughout
- Limit conversations and table talk throughout sessions
- Face massage not performed
- Massage by appointment only, No walk-in clients
- Clients are required to wear facemasks prior to entering building
- Clients must maintain physical distance on campus except with therapist and direct supervisor

### Clinic - Proper use of PPE (Personal Protection Equipment)

- Every student, supervisor and client wear a mask
- Students wear a clean apron for every massage
- Gloves are used if potential exists to come into contact with bodily fluids as with broken skin. Gloves provided by school if necessary or requested
- **Donning** (putting on PPE) must be completed before greeting client
  - Have PPE materials (mask and apron) within reach
  - Wash hands as directed
  - Ensure the face mask is secure over nose and mouth – once secure, do not touch it
  - Secure the apron around neck and tie around waist. It must cover torso and upper thighs.
  - When gloves are used, they are donned immediately prior to session
- **Doffing** (taking off PPE) must be completed after client has left and room disinfected
  - Following face covering guidelines, masks stay over nose and mouth throughout shifts!
  - If wearing gloves, they are removed immediately after session before leaving room
    - Remove gloves by turning them inside out as they are pulled off and dispose
  - Aprons are worn during disinfection procedures following each session. When disinfection measures are completed, remove apron and place in receptacle
- After massage or any physical contact with anyone, wash hands and arms including elbows

### Clinic Hand Washing/Sanitizing

- Follow guidelines on hand washing signs posted in all restrooms
- ALWAYS wash hands immediately before and after a massage session and again after completing disinfection procedures following massage. Hand sanitizer does NOT wash away massage oil or lotion which carries germs transferred during the session

### **Clinic and Treatment Room Protocols**

- Tape on floor indicates where clients stand and wait
- Client temperature taken by supervisor
- Each treatment room has hand sanitizer, tissue, disinfectant spray and no-touch trash cans
- Sanitizing wipe dispenser at each end of hallway
- Students wear a clean apron for each client
- Hair must be carefully tied back or hairnet required
- Prior to shift, students change into clean clothes including shoes, change back after shift
- Clean linens stored in enclosed receptacles
- Used linens are folded into themselves and placed in receptacle for cleaning
- If face cradle is used, apply disposable cover to face cradle, and top with a pillowcase
- Side-lying massage in place of prone is encouraged and client keeps mask on
- While client is prone, face mask is kept within client's reach on massage table
- When turning from prone to supine position, clients put on face mask first
- Every sheet, blanket, towel, pillowcase and apron is laundered after each use
- Two pillow covers- Cloth pillowcase laundered, Non-permeable sprayed with disinfectant
- Air filters are used in every treatment room and hallway

### **Post-Treatment Procedures**

- After client leaves, gather in-house linens -face cradle cover, cloth pillowcase, towels- Irene's owns these and launder them in-house, Place in used in-house linen receptacle
- Never shake linens in the air
- Fold the blanket in on itself and place in the receptacle for used blankets
- Fold both sheets in on each other and place in the receptacle for used sheets
- Using disinfectant cleaner, spray equipment, distribute disinfectant with small towel
  - If there is visible oil or lotion, wipe that off first
  - Massage table, face cradle, bolster, pillow with non-permeable cover
  - Rolling stool and wooden chair
  - Do NOT spray product on the walls
  - Allow to air dry for 10 minutes - do not wipe them off!
  - Place towel in used in-house linen receptacle
- Use disinfectant wipes on shelves and smaller items - oil and lotion bottles, light switch, both door handles, music volume, sanitizer bottle, wipes container, anything else touched
- AFTER all disinfecting steps, follow the doffing procedure for apron and wash hands
- Complete SOAP notes for session
- When paperwork is complete, disinfect clipboard and pen before next client
- After treatment, clients interact one person at a time with supervisor in the office

## **Clinic Communications: Clinic Screening, Distancing Scheduling, Cancellations and Intake**

### Supervisors and Electronic Communication with Clients

- Making appointments with clients say
  - For your protection, we are asking clients over the age of 65 or immunocompromised to wait until further notice to schedule massage. With that in mind, should we continue making your appointment or add you to our contact list? Those on our contact list will be notified when they may make an appointment.
  - Then ask client
    - Have you had a fever in the last 24 hours of 100°F or above?
    - Do you now, or have you had in the last 14 days, any respiratory or flu symptoms, sore throat, or shortness of breath?
    - Have you been in contact with anyone in the last 14 days who has been diagnosed with COVID-19 or has coronavirus-type symptoms?
  - If they answer yes, kindly tell them to schedule on a later date
  - Clients to bring their own water
- Prior to appointment, clients must agree to required infection control protocols
- Clients required to wear face masks to protect other people in the clinic
  - If client is not wearing a mask, the practitioner is not protected
  - Clients unable to wear a mask for health or comfort, must reschedule appointment
- Clients pay online to reduce face to face time
- Prior to appointment clients receive “What to Expect” email to set expectations
- Transparency in reminder calls say
  - If you are experiencing fever, cough, or sore throat you must reschedule your appointment for when you are no longer symptomatic. We are not enforcing cancelation penalties!
  - If you have been to a COVID-19 impacted area or have been in close contact with a person infected with COVID-19, we ask that you please reschedule your appointment for 14 days past the date of contact.
  - If applicable, remind client if intake form has not yet been received
- Clients check-in via phone from parking lot when they arrive. Clinic supervisor will direct them to enter or wait in car to be called when treatment room is ready
- Clients will have their temperature taken upon arrival
- Upon arrival, ask clients health-screening questions.
  - Have you had a fever in the last 24 hours of 100°F or above?
  - Do you now, or have you had in the last 14 days, any respiratory or flu symptoms, sore throat, or shortness of breath?
  - Have you been in contact with anyone in the last 14 days who has been diagnosed with COVID-19 or has coronavirus-type symptoms?
- Politely tell clients who answer yes to a health-screening question to reschedule

### Student Communication with Clients

- Communicate with clients with a sense of a team effort
- Do not say “You have to” - Instead say “We are going to”
- Express your gratitude for their support and patience
- Tell clients table talk will be kept to a minimum
- As much as we enjoy connecting with our clients, at this time we will refrain from handshakes and hugs and keep conversation to a minimum to ensure your safety
- Explaining some sanitary measures to clients helps them feel safe and relax
- Give clients instruction on how to proceed with session including
  - New directions on where to place clothing
  - The availability of hand sanitizer in the room
  - The cleaning protocols you follow for their safety (this helps put clients at ease)
- Inform clients that while they undress you are going to wash your hands for their safety