

Irene's Clinic Protocols

- Irene's Covid-19 Site Coordinator is the Operations Manager
- One supervisor desk in office, second supervisor desk outside office
- Students interact with supervisor in office, clients interact at supervisor desk in hallway
- Session times staggered to avoid crowding
- Touchless credit card terminals for payments and small tip envelopes provided to clients
- Student therapists receive a clipboard at beginning of shift and sanitize throughout
- Limit conversations and table talk throughout sessions
- Massage by appointment only, no walk-in clients
- Clients are required to have temperature taken and wear face masks to enter 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 and inverted face shield over mask
- 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
 - Put on face shield
 - 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

- Decals on floor indicate where clients stand and wait
- 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
- Pillow case pocket used for all clients under face cradle
- 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 are laundered after each use
- Two pillow covers - cloth pillowcase laundered, Non-permeable sprayed with disinfectant
- HEPA air filters are used in every treatment room

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 or hallway

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

Supervisors and Electronic Communication with Clients

- **Prior to booking a massage, Clinic Supervisors will discuss the following with each client and offer more details upon request**
- We have taken detailed measures to prepare a safe environment for everyone, however, even after all protocols are in place, being in close proximity while receiving a massage increases your risk of infection.
- You will be asked to sign a participation waiver before your session agreeing to follow protocols and procedures along with us.
- 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 to any of these questions kindly tell client to schedule at a later date
- Everyone in the building must wear a mask during their entire visit to Irene's, including your massage.
 - *Student therapists will create a pocket under the face cradle to serve as your face covering while face down on the massage table.*
- Our drinking fountains are closed, please hydrate before your visit.
- We are not taking any cash transactions at this time. Our credit terminal is no-contact. Please bring credit/debit or gift certificate to pay for your visit.
- If you chose to tip your student therapist with cash, please ask for an envelope to place the cash in and help us eliminate the transfer of cash.
- We have ONE entrance to the building. It is the first entrance you see when you pull in the parking lot. You will have your temperature taken upon entering the building.
- Can I answer any questions about this before we book your appointment?
- 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 will have their temperature taken upon arrival and answer health-screening questions in Bliss room. Clients who answer yes to health screen are asked 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 sanitary measures to clients helps them feel safe and relax
- Give clients instruction on how to proceed with session including
 - 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