

A Touch of Balance

Registered Massage Therapy

COVID-19
Preparedness Plan

Please feel free to call or email me to discuss any questions or concerns.

Email: touch_of_balance@hotmail.com

Ph: (709) 885-5924

Dear Clients,

I am so happy to announce that I will be opening my doors for treatments again. I have taken many precautions and put several measures in place that we will both need to comply with to ensure I can safely provide Massage Therapy during a pandemic. Although I am taking every precaution to do my due diligence to clean, sanitize and stop the spread of Covid-19, I can not completely guarantee that you will not come in contact with it while receiving treatment. In the Covid-19 Survey & Consent to treatment during the Covid-19 pandemic, you agree that you are aware of these risks and consent to receiving treatment despite the risk involved. I know this is a lot and I completely understand that not everyone will be comfortable with the new measures I have in place. I do ask that you respectfully comply with the above changes as this is how I plan to operate to keep us both and our community safe and healthy.

Thank you for understanding and I am happy to answer any questions, comments or concerns you may have and look forward to providing you with a Safe and Effective treatment going forward.

Sincerely,

Diana Clarke
A Touch of Balance

An appointment must be cancelled immediately
if either the client or the therapist presents with even mild symptoms that may be signs of Covid-19 including:

Fever
Cough
Chills
Shortness of breath
Sore throat or pain with swallowing
Stuffy or runny nose
Loss of sense of smell
Headache
Muscle aches
Fatigue
Loss of appetite
Diarrhea
Red or Purple Spots on Hands or Feet

Symptoms of Covid-19 are similar to other respiratory illnesses and seasonal allergies. Please do not dismiss mild symptoms.

***DO NOT ENTER THE CLINIC
IF PRESENTING WITH ANY OF THESE SYMPTOMS***

If a Client tests Positive for Covid-19 or develops symptoms, having been to a massage therapy appointment within the 14-days prior to onset of symptoms. The client must contact 8-1-1 for further direction and agrees to contact the therapist immediately and inform them of positive test results and possible transmission of the virus. Therapist will call 811, self-isolate, close clinic and contact clients based on direction of the Department of Health and CMTNL.

If a Therapist tests Positive for Covid-19 or develops symptoms, the therapist will immediately call 811, self-isolate and cancel all appointments necessary. Close clinic and contact required clients based on the direction of the Department of Health and CMTNL.

If you or anyone in your household is immune compromised, I would recommend holding off on treatments at this time.

The overall aim of these protocols is to reduce potential coronavirus transmission and keep us all safe.

What you need to know about my process for your appointments

- I will email you a **Covid-19 Survey and Consent to Treatment** that must be filled out prior to your appointment to confirm you are symptom free and have not been exposed to anyone who may or is a confirmed case of Covid-19. If you do not have email, please arrange a time with me that I can call you 24 hours before your appointment to discuss over the phone. You will be required to sign a copy in the office upon arrival.
- **Be honest about your health**, it will help protect us all. We truly need you to be aware of what that means for not only us but for our families and our community. If any changes occur in your health from the time you complete the survey/consent and your appointment time, I require you to notify the clinic immediately. You will not be charged a late cancellation fee for a Covid-19 related cancellation.
- I will be pre-screening you multiple times before your treatment, this is required to receive treatment and **if you present with symptoms** or do not complete the pre-screenings **your appointment will be cancelled or rescheduled.**
- **Please bring your own mask and wear it to your appointment.** I ask that you wear a mask (without an exhalation valve) upon entering the clinic that covers your nose and mouth at all times. Reusable masks or disposable are acceptable, but I do ask that it is clean. During treatment, your therapist will ask you to wear your mask for the duration of the treatment. If you have forgotten your mask, I will have disposable masks available for you.
- I will wear a clean face mask and apron at all times while working with a client and **I will have more PPE options for more protection if you**

would like more to make you feel more comfortable receiving treatment or do not wish to have skin on skin contact (ex: face shield, gloves, long sleeve shirt).

- Intra-oral TMJ treatments will not be conducted at this time.
- **Hand Sanitizer must be used when entering our clinic.** Our therapist will be diligently washing their hands and practicing the best hygiene practices for your safety.
- Additional time (30 mins) has been scheduled between clients to allow for **Enhanced Cleaning** protocols. All surfaces will be cleaned/disinfected with a Canada Health Approved for use against Covid- 19 disinfectant.
- All fabric chairs have been removed and replaced with chairs that can be wiped down for sanitation. **Nothing remains in the clinic space that cannot be disinfected.**
- Common areas will be cleaned and disinfected including the restroom. All **high touch surfaces will be cleaned** and disinfected between clients regardless of appearances. High touch surface includes: Light switches, doorknobs, POS machine, electronic devices, table surfaces, chairs, stools, window coverings, faucets, etc. The treatment table, table levers, face cradle, lotion bottles will be disinfected immediately after each treatment.
- All linens, including blankets and pillowcases are **single use only** and will be laundered using high heat and disinfecting detergent.
- I request that you use the restroom facilities in your own home prior to the appointment if possible. However if needed, there is a public restroom in the building that has been equipped with paper towels and proper hand-washing signage. The **restroom will be cleaned regularly** with a posted cleaning schedule. Soap and fresh paper towels for drying will be available at all times. Please leave the restroom door open after use. It is recommended that clients may use a paper towel to open the door, and then discard of it in the garbage bin available.

- Tea, coffee, water and magazines have all been removed from the clinic space. **You may ask your therapist for water.** They will provide you water in a disposable cup or bottled water.

- I have eliminated the waiting room space. I ask that you wait in your vehicle outside prior to appointment time. **Do not show up early to your appointments. I ask that you text me at 709-885-5924 when you arrive.** I will text you back and invite you in when I am ready for you.

- **Physical distancing** is still important in areas outside the treatment room. The therapist and client will remain at least 6 feet apart in reception area. I ask that you attend treatments alone. No additional people in the clinic space or treatment room unless you are a legal guardian of the client.

- Clients will be asked to bring as little as possible with them to the appointment. Clients will be asked to **remove from the clinic everything that they bring** with them. The therapist will adhere to strict hand washing, disinfection and use appropriate PPE to reduce the risk of spread during treatment.

- I do have items for sale in our **reception area** however I ask that nothing be touched and request that you ask me to collect the items you would like to purchase to reduce contact on products. If required, apply hand sanitizer prior to touching any items in the clinic.

- I am **requesting contactless payment.** I have a wireless Point of Sale system with Tap available and I accept debit/credit or email transfers. In the event that this does not work, an invoice may be emailed to the client in order that they pay it via email transfer. The POS machine will be sanitized between each client. I will accept cash if needed however we prefer to use contactless payments. There will be no paper receipts issued at this time. **You will be emailed your receipt.**

- After your payment is complete and you have rescheduled or confirmed your future appointments we ask that you **leave the area to make it possible for the next client to arrive with physical distancing.**

My commitment to you:

I will be posting notices relative to Covid-19 on my website and keeping our clients updated with any changes to my clinic's operation, including closures due to alert levels changes and potential Covid-19 exposures.

I will be performing regular self-assessments for any symptoms of Covid-19 for clients and myself. I commit to cancel all appointments if I develop any symptoms.

I will be diligent with all hand hygiene and PPE requirements.

I will comply to enhanced clinic cleaning/sanitation protocols ensuring you will be receiving a treatment in a clean and safe environment.

I will email you 24-48 hours prior to your booked appointment a copy of the COVID-19 pre-screening survey and consent.

I will verify that the consent and survey has been completed prior to appointment or cancel appointments that have not submitted the completed forms.

I will keep all records of your Covid-19 Survey and Consent in your confidential file.

I will abide to all professional obligations and recommendations put in place by our regulatory bodies (CMTNL and NLMTA) and Department of Health

If a Therapist tests Positive for Covid-19 or develops symptoms, the therapist will immediately call 811, self-isolate and cancel all appointments necessary. Close clinic and contact required clients based on the direction of the Department of Health and CMTNL.

Rest assured I am doing everything possible to keep us safe while providing you an effective treatment.

My expectation of you:

Be honest, respectful and comply to all procedures put in place for our safety.

You will be required to perform Covid-19 Prescreening Survey and sign a consent and liability waiver.

Understand that while I have taken all possible measures to minimize risk of viral transmission, the nature of Massage Therapy means that physical distancing is not possible in the treatment room. Be aware that there is still a chance of transmission.

Understand that clients with higher risk profiles and/or weakened immune systems should consider alternatives for care and postpone treatment. If you decide to receive treatment we must both agree that the therapeutic benefit of Massage Therapy outweighs any potential consequence of treatment, including the possibility of viral transmission.

If you develop even mild illness or symptoms I ask that you cancel any booked appointments, even without notice. You will not be charged a late cancellation fee if you cancel due to illness.

If a Client tests Positive for Covid-19 or develops symptoms, having been to a massage therapy appointment within the 14-days prior to onset of symptoms. The client must contact 8-1-1 for further direction and agrees to contact the therapist immediately and inform them of positive test results and possible transmission of the virus. Therapist will call 8-1-1, self-isolate, close clinic and contact clients based on direction of the Department of Health and CMTNL.

Liability Insurance

The therapist carries professional liability insurance through Novex Insurance Company as provided through the Newfoundland Labrador Massage Therapist' Association. The therapist is following all the health and safety guidelines, recommendations and requirements of National and Provincial regulatory bodies (CMTNL/NLMTA) and our Chief Medical Officer and taking all reasonable precautions to clean and disinfect the clinic and all the surfaces within the treatment room. No guarantees have been made by the therapist, that the patient may not come in contact with COVID-19 at or during an appointment.

If a Client Alleges, they Caught COVID-19 from the Therapist

- The therapist will immediately call public health at 8-1-1 and follow directions. Self-Isolate, cancel all appointments and close clinic until directed it is safe to reopen. All clients will be contacted with the direction of Department of Health and CMTNL.

If the Therapist suspects they may be positive for COVID-19 or Displays Symptoms of COVID-19

- The therapist will immediately self-isolate. The therapist will call public health at 8-1-1 to report the symptoms and request access to Covid-19 testing. If testing is required, all massage therapy appointments will be cancelled, and the clinic will cease to provide services until test results are returned negative. If testing proves positive the therapist will follow Department of Health directives in informing patients treated over the previous 14 days about potential transmission.

If the Therapist Comes into Close Contact with Someone Showing Signs of Illness or Tests Positive for Covid-19

The therapist will immediately self-isolate. All appointments will be cancelled, and the clinic will cease to provide services until the close

contact has been tested for Covid-19 and the results proved negative and the therapist is well or after self-isolating for 14 days and having no symptoms of fever develop or being cleared by a public health official.

Asymptomatic Spreaders

Asymptomatic transmission of the coronavirus is an unavoidable risk of practice. We have put into place protocols to help mitigate that risk as outlined in the preceding documentation.

No guarantees have been made by the therapist, that the patient may not come in contact with COVID-19 at or during an appointment.

Informed Consent

In the current environment of Covid-19 risk, informed consent requires that the client be informed and understands that any massage therapy treatment involves some risk of Covid-19 transmission. The therapist is following protocol to help reduce or mitigate risk where possible, but that risk cannot be reduced to zero. The client consents to the treatment despite some risk, and the RMT will document the client's consent in advance and at every treatment.

Last updated: March 19, 2021