

I hope this finds you, and your family, in good health. While many things have changed, one thing has remained the same: our commitment to your safety and health.

By its very nature, Massage Therapy requires skin-to-skin contact. You should be familiar with the fact that infection prevention has always been a top priority for our office. As we navigate life with additional requirements and modify existing measures due to the coronavirus, please help us support and protect our staff and all of our clients by cooperating with some new, and hopefully temporary, requirements.

During this **Phase TWO transition**, we recommend you first discuss your Covid-19 transmission risks with your primary healthcare provider before scheduling an appointment at *A Healing Trail Wellness Center*.

While CT is unable to provide instant Covid-19 tests, on demand in every location, for every client and staff member, we must rely heavily on pre-screening questions.

Please **postpone** your appointment to phase 3 or 4 for ANY of the reasons below:

- ~ You are in any of the high risk groups for Covid-19 (Asthma; Chronic Kidney, Liver, Heart or Lung disease; Diabetes; Cancer diagnosis; Immunocompromised in any way; Severe Obesity; Blood or Blood Clotting Disorders; Pregnant)
- ~ You have traveled by plane, train or ship and/or stayed overnight away from your home in the last 14 days.
- ~ You, or anyone in your home or workplace, have tested positive, or are waiting for a test result, for Covid-19.

~ You, or anyone in your household, have been to any of the states or territories currently on the Connecticut mandatory quarantine list.

What to expect at your appointment:

Our office follows the CT Phase TWO rules and will incorporate the best practice guidelines recommended by the Federation of State Massage Therapy Boards (FSMTB), along with infection control recommendations made by the CDC and OSHA. You may see some changes when it is time for your next appointment. We made these changes to help protect both our staff and clients.

Before:

- ~ We will communicate with you beforehand, by email and/or phone, to obtain updates to your health information and ask you specifically about your potential exposure to COVID-19. Plan to arrive here 15 minutes early.
- ~ When you arrive at the office, call before you to come in. This ensures that we do not have too many people in the reception area at one time.
- ~ Please bring a substantial face mask (NO valve type masks allowed) to use while you are in the building, and during your entire massage session.
- ~ We will greet you at the door and use a touchless thermal temperature screening to confirm that you don't have a fever. Any temp over 100.4 and your appointment will be postponed.
- ~ We'll ask you if you have developed any symptoms of illness since we emailed or spoke on the phone. If you feel ill on the day of your session, there is no penalty for canceling your appointment. Massage is not advised if you have ANY symptoms of any illness.

~ Please bring a water bottle and leave it in your car. We are not allowed to provide water at this time.

~ Leave everything at home. Ladies, you should already be in the habit of NOT bringing your purse into any stores or offices – they are germ magnets! (I now just bring one credit card and my driver's license in my pocket!) Also, leave hats and work shirts/jackets in the car.

~ Showering - if you were at work or a social gathering, plan time to shower at home before arriving for your appointment.

~ There is a mandatory hand hygiene protocol upon entering this office. You will go to the lavatory for a thorough hand and wrist wash. In addition, you will find 70% alcohol hand sanitizer available in many locations in the office to be used as needed. Our staff is constantly Clorox wiping every touch surface in the building!

~ We will ask you to sign an informed consent form.

During:

~ Speaking during your massage session **MUST BE EXTREMELY LIMITED.** Every time the Therapist speaks it requires them to adjust their mask with oil on their hands. That action degrades the effectiveness of their mask very quickly.

~ As part of Phase Two, we can not do any Massage Therapy on the face or facials.

After:

~ If you would like to pay by check, please have it pre-written. We encourage the use of touchless payments, such as ApplePay, but we can accept Visa/MC.

~ You may reschedule by phone or on-line after your appointment. We are limiting interaction at the front desk during Phase Two.

~ If you become ill within 14 days of visiting our office, please notify us immediately so your Therapist (and their families) can be tested, traced and quarantined promptly to prevent further spread.

We are happy to answer any questions you may have about the steps we are taking to keep you, and every client, safe in our office. To make any changes to your appointment, please call the office at 860-485-0405.

I hope you are taking the safety of our staff as seriously as you would take the health of your own family. We trust YOU to keep us safe and we hope you trust US to keep you safe! I value our relationship and look forward to welcoming you back to a safe and therapeutic environment.

Franci
A Healing Trail Wellness Center
860-485-0405