

Marcia Downham

REGISTERED MASSAGE THERAPY

Covid-19 Policies and Procedures

To my valued Clients,

**I am happy to announce that my clinic is OPEN!
Online Bookings and Call ins available now with treatments
beginning June 9th, 2020!**

**Please review the following measures I will be taking before arriving to your
next appointment.**

- A Mandatory Covid-19 screening questionnaire will be emailed to you 2 hours prior to your appointment. This must be filled out and submitted in order to proceed with your treatment.
- Pre-screening and informed consent on the risks associated with receiving a massage during Covid-19 will be completed upon your arrival. Including a temperature check for both patient and therapist with forehead thermometer (that will be sanitized after each use)
- I as the therapist will also be taking pre-screening measures myself for Covid-19 before every shift.
- The therapist will be able to deny treatment at their discretion with no charge to the patient.
- Appointments will be more spaced out to allow for sanitizing of treatment room and waiting area
- In between every patient I will be increasing my sanitization process to include the cleaning of all chairs, door handles and surfaces.
- I will continue to sanitize the treatment table and change all sheets and face cradles after every patient.
- When you arrive for your massage treatment, please come to the clinic's downstairs door only
- ****Please wait outside**** I will open the door for you when it is your treatment time.
- I will also open/close door to treatment room before, during and after

treatment using sanitized hand towels

- Upon your arrival and departure you will be asked to wash your hands with soap and water for at least 20 seconds, hand sanitation products will also be available in treatment room and front reception
- I will continue to wash my hands before and after every treatment, as well as use hand sanitation products to disinfect my hands continuously throughout treatment - Hot Stone use etc...
- Masks and Tissues will be available for those patients who would like to utilize one during your treatment...to help aid in "no face touching."
- A mask will be worn by Therapist at front reception and during treatment that will be changed and sanitized after every treatment.
- Hot Stones will still be available during treatment (with patient consent) - using 1/4 to 1/2 teaspoon of bleach in stone water. A calculation obtained from Environmental Protection Agency (EPA) website for required amount of bleach to adequately kill Covid-19 virus.
- Forms of payment will be limited to e-transfers, credit card, debit card and third party billing. There will be NO CASH transactions for the time being.
- Emailed receipts are preferred and strongly encouraged at this time. Paper receipts will be given on request when absolutely necessary.

If you have any questions or concerns please do not hesitate to contact me

info@marciadownham.com

1-250-800-0684

I apologize for any inconvenience this may cause. These steps are required in order to re-open and serve our community in the safest way possible.

I appreciate everyone's patience and understanding. I look forward to seeing you all soon.

**Sincerely,
Marcia Hoskins, RMT**