



These safety protocols are in effect for all massage therapists and clients of the Health Options Therapy Center (formerly Bodyshop Massage) as of June 1, 2020.

A. Business Operational Procedures

1. The reception area and treatment room will be cleaned during the breaks between scheduled appointments with PROTEX® hospital-grade disinfectants.
2. Pillows used during treatments will be covered by a pillowcase as well as ISO/EPA approved medical grade fabric that allows us to disinfect the pillows with a CDC recommended hospital-grade disinfectant to protect against COVID-19.
3. We have contracted with a linen service to wash all sheets and pillowcases in accordance with CDC protocols to ensure clients have the cleanest and safest linens.
4. Hand sanitizer will be available to clients in the reception area and soap is provided by the sink in the treatment room and bathroom.
5. Understandably, there will be a \$5 increase on all massage sessions to help cover the increase in procedural costs to ensure everyone's safety.
6. Windows in the reception area and treatment room will be partially open for extra ventilation during the summer and the fall months, weather permitting. When the weather becomes too chilly to allow for this, a true-HEPA rated air filtration system will be used in the treatment room only.
7. Massage sessions will be limited to sixty minutes or less per the CDC guidelines.
8. Payment options will remain the same and will continue to include payments in-person as well as over the phone.

B. Expectations for Therapists

1. All massage therapists will be wearing face masks as per the governor's mandates, and some will also be wearing glasses and gloves for their protection.
2. Therapists will disinfect all high-touch areas in the reception area and treatment room as stated above between sessions, as well as all clothing hooks, personal effects containers, door handles, light switches, sinks and faucets, the toilet seat, and the toilet flush lever.
3. Therapists will disinfect all counter spaces as well as the reception area, including all pens and office equipment, after each use.



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B. Expectations for Therapists, Continued

4. Therapists will disinfect the face rest and bolster, all massage lotion bottles, any pillows if used as stated above, and any surfaces that may be touched between sessions with CDC recommended hospital-grade disinfectants.
5. Therapists will wash their hands and forearms thoroughly before and after each session.

C. Expectations for Clients

1. All sessions will be by appointment only and will be separated by at least 15 minutes to allow for the full disinfectant and cleaning protocols.
2. All clients will be expected to arrive within a few minutes of their scheduled treatment time (but no earlier) in order to maintain social distance and the safety of all of our clients.
3. Clients will wait outside the facility in their vehicle until invited to come in for their treatments. The entry door will remain locked at all times with the exception of allowing clients to enter at their scheduled treatment time.
4. All clients will wear a face mask for the duration of their visit and session.
5. All clients will be asked to wash their hands or sanitize them right before their session, as hand-to-hand contact may occur due to the nature of massage therapy.
6. All clients will be asked to place articles of clothing on the hooks provided, and any personal belongings, such as keys, glasses, wallets, purses, etc. in the personal effects container near the treatment room door.

D. Expectations for Everyone (Clients and Therapists)

1. All of us will have a temperature check with a contactless thermometer before each session and anyone (including therapists) with a temperature of 100.4°F or higher will have to leave and reschedule per the governor's mandate.
2. All of us agree to cancel our appointments and reschedule if any of us, or any of our household members have a fever or other known COVID-19 symptoms, or if we have knowingly been in contact with anyone who has exhibited one or more COVID-19 symptoms.



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D. Expectations for Everyone, Continued

3. All of us must be actively practicing COVID-19 safe protocols while out in public per the governor's mandate. Examples of safe protocols include wearing face masks, washing hands frequently, practicing social distancing such as staying a minimum of 6 feet away from others, etc.

If you choose not to follow these protocols, please do not schedule a massage for at least 14 days after being in public. Visit the cv.nmhealth.org website for answers to any questions you may have about these protocols.

4. We respect everyone's right to travel and visit whomever they choose but ask that you reschedule your session to occur at least 14 days after any out-of-state travel or visits with anyone not practicing COVID-19 safe protocols.

While this precaution may seem extreme to some, **we feel it is necessary** as states are providing different protocols and many of the first COVID-19 cases were travel-related.

These protocols will stay in place until further notice and will be updated as required. So much is still unknown about this virus. Please, during these trying times, let's all keep everyone as safe as we can.

Thank you again for being our amazing clients. We look forward to seeing you again when you are ready and feel comfortable.