

FROM HEAD TO TOES COVID-19 SAFETY POLICY



From Head To Toes provides clients with the health benefits of massage services. Massage, by its nature, requires close proximity and direct contact, - “touch”, with a person receiving a massage treatment. Due to the COVID-19 pandemic and increased risk of disease transmission, we propose a safety protocol for massage treatments to ensure safety and wellbeing for client(s) and massage therapist.

Billow are listed mandatory guideline for client(s) and massage therapist:

Clients obligations.

1. Client must provide a truthful medical history update. For that company uses “First Time Client(s) Intake form” or “Health Information Update form” that will be emailed to the client 2 days prior to their potential scheduled appointment time.
2. During final appointment confirmation via phone, client must confirm that he/or she **does not have** any known changes in their health related to COVID-19. The client should also be able to confirm that RIVM guidelines for quarantine behavior have been followed to the best of their ability. (Example: “I have stayed home for the most part.”; “I have not traveled and safely maintained quarantine guidelines by RIVM for the last 2 months”.)
3. Client **must cancel** their appointment and contact the provider directly via email or phone, if any symptoms listed below should arise before appointment time in them or in their household; or if he/or she suspects possible exposure to COVID-19 infected person or their surroundings. **Symptoms:** cough, sore or unexplained dry throat, runny nose, rash, nausea/vomiting or diarrhea, fever (above 38 C), shortness of breath and/or difficulty breathing, other unusual symptoms.
4. Before greeting your massage therapist, we ask the client(s) to wear a non-medical face mask. In the case that you do not have a face mask, the treating massage therapist will provide a face mask for the client upon arrival. We ask that the mask is worn during the entire time that the massage therapist is present in your home, including during treatment.
5. We will not shake hands upon arrival.
6. We ask our client(s) and their family members to follow 1.5 m social distancing guidelines before and after treatment, and whenever “hands on”/treatment time is not required.
7. We ask our client to limit family members presents in the preferred client treatment space/room/house.
8. We ask our client(s) to wash hands before and after the massage treatment.

Massage Therapist on site obligations in addition to other standard hygiene requirements after massage treatment.

1. Massage therapist must wear a face mask before, during and after massage treatment while at the client’s home.
2. Massage therapist must wear disposable foot coverings before entering the client's home.
3. Massage therapist can cancel/or discontinue a scheduled treatment if there is indication for potential COVID-19 exposure or client shows COVID-19 related symptoms after therapist arrival.
4. Massage therapist will follow standard hygiene requirements before and after treatment (hand washing, table and its covering handling, table, face cradle or other massage equipment used sanitation with 70% alcohol and other if needed).
5. Massage therapist will safely dispose of protective equipment after leaving clients home.

From Head To Toes massage co. obligations.

1. If an appointment must be canceled due to COVID-19, a full refund will be granted.
2. Contact **From Head To Toes massage co.** if you have any additional questions.

Last updated May, 2020 by From Head To Toes.