



COVID Preparedness/ Policies and Procedures

Table of Contents

- **What Preparations Have We Made?**
 - **Treatment Rooms**
 - **Front Desk**

- **New Procedures**
 - **Client Booking and Arrival**
 - **Guidlines for Clients and Massage Therapists**
 - **Bathrooms**

- **How Will the Staff Self-Monitor?**
 - **Daily Health Check-in/ Temperature recording**
 - **Symptom Checker**
 - **What to do if you start feeling ill**
 - **Covid-Era PTO**

- **Preventing Outbreaks**

- **What to do if Covid comes to 100 W Olive?**
 - **If a Client Tests Positive After Visiting**
 - **If a Staff Member Tests Positive**

- **COVID Era Call Out and Prep Procedures**

What Preparations Have We Made?

Treatment Rooms:

1. Staff wide certifications in Infection and Disease Control, and Sanitation/Disinfection.
2. Acquired Personal Protective Equipment for our entire staff to wear and change out between clients (smocks, masks, gloves).
3. Updated our post massage cleaning checklist to enhance sanitation and disinfection of each massage room between each appointment. Increased cleaning time between sessions by 10 minutes.
4. Acquired face masks for our clients if they did not bring one.
5. Acquired new cotton blankets for our tables (changed out each appointment).
6. Acquired vinyl table covers that cover the heat pad on each massage table and are easily sanitized between each appointment.
7. Acquired a touchless thermometer for therapists or guests utilization on site.
8. Removed unnecessary items from the massage room that are difficult to sanitize.
9. Removed upholstered furniture throughout the studio, and replaced with chairs that can be sanitized/disinfected.
10. Acquired cabinets in each room allowing for proper storage of sheets/blankets.
11. Updated laundry protocols.
12. Reduced 60 minute sessions to 50 minutes, allowing for 25 minutes of enhanced intake and cleaning time (instead of 15). *Note:* 30 and 90 minute appointments will not be offered at this time.

Front Desk:

1. Reconfigured our reception schedule, to ensure that our studio never reaches over 10 people on site.
 - a. When a Front Desk Associate is on site, they will be wearing gloves and masks at all times, and helping with continued sanitation of the studio.
2. Incorporated a new check in/check out process. (Reduced touch)
 - a. An email will be sent to each client 12 hours before the appointment with a COVID specific questionnaire. This questionnaire also asks what form of payment you will be using, desired tip amount, and Gift Card/Golden Ticket # (if applicable) for checkout. Completing this questionnaire is the only way to check in for a massage, and is required to be completed before any appointment at Amara.
 - b. Amara Community Memberships will be assigned to each client after their first time receiving a massage at Amara, allowing them to book online for a session in the future. This membership only allows for online booking, and does not provide any discounts on massages.
 - c. Removed our cancellation policy, allowing flexibility and ease for clients to cancel appointments if they are not feeling well or have concerns they have contracted COVID-19.
3. Removed all furniture and retail products from the waiting room to reduce risk of contamination.

New Procedures

Booking Appointments:

Pre-Massage

1. Guests will fill out COVID screening questionnaire, and provide a preferred payment method and desired tip amount.
2. Once complete, guests have access to check in at the front desk kiosk.
3. If a guest has a Gift Card or Golden ticket, they will insert it into the drop box located at the front desk.
4. Once the guest has checked in, the massage therapist will greet them directly.
 - a. Both the massage therapist and client will wash/ disinfect their hands before massage starts.
5. Therapist will provide the normal pre-massage discussion, including areas of focus, music preference, and instructions for what to expect after the massage is completed.
- 6.

During Session:

1. Receive a massage!
2. Please adjust your facemask so it's comfortable while laying face down. If you are uncomfortable at any time, please let your therapist know!

Post Massage

1. The massage therapist will prompt you when the massage has finished. They will leave the room, and allow you to get dressed.
2. The therapist will not be doing a post-massage discussion, as to give them as much time as possible to clean the room for the next client.
3. Since payments will be completed using your credit card on file, or using a Gift Card/Golden Ticket, you can leave the studio and expect to receive a receipt via email within 24 hours.

Bathrooms: The Armstrong Hotel has confirmed they will have an attendant clean the bathrooms every thirty minutes. We will have automatic hand sanitizer dispensers near the back door to use before leaving to the restroom, and upon returning.

Massage Room Sanitation/Disinfection Checklist:

Treatment Room Turnover Checklist - Phase 1

*Since we have 25 minutes between sessions, don't feel rushed to complete this list.

- Ball up the blanket and discard in the blanket hamper
- Gather any used linens on top of the fitted sheet. Use the fitted sheet to fold the linens in on themselves, so that you only need to handle the side of the fitted sheet that the client did not touch. Avoid shaking or ruffling linens. Discard in the sheets hamper.
- Empty the trash if your shift is finished.

Return to the room and begin **cleaning and disinfecting** the space.

Start with spraying down items/areas with the Simple Green solution and scrub/ wipe in with a white towel. Let air dry.

Then spray down with the spray bottle of isopropyl alcohol provided in each room. Be sure to spray each item and let sit for 30 seconds before wiping down with a clean white hand towel. Disinfect any item you or your client touches, even if it's not on the list.

<input type="checkbox"/> door knobs	<input type="checkbox"/> chair
<input type="checkbox"/> light switch (press and seal)	<input type="checkbox"/> client table
<input type="checkbox"/> nylon table wrap	<input type="checkbox"/> face cradle cushion / hardware
<input type="checkbox"/> towel caddy doors	<input type="checkbox"/> table warmer control (press and seal wrap)
<input type="checkbox"/> lotion/ oil bottle	<input type="checkbox"/> tablet (press and seal wrap)
<input type="checkbox"/> exercise ball/ stool	<input type="checkbox"/> client chair
<input type="checkbox"/> Bolster	

Once the room is disinfected, change into clean PPE. Then place clean linens and a clean blanket on the table from the cabinet in your room. All set for your next session or for closing it down.

If you're the last person in the room for the day, close it down.

<input type="checkbox"/> turn off table warmer	<input type="checkbox"/> Make sure tablet is charging
<input type="checkbox"/> Replace press and seal from tablet, light switch and table warmer controller	<input type="checkbox"/> turn off lights completely (not just dimmed)

Room disinfected by _____ Date _____ Time _____

Preventing Outbreaks

- Social distancing, wearing masks, hand hygiene etc. can reduce the spread of COVID-19 at work and at home:
 - Promote etiquette for coughing/sneezing and proper handwashing. Post signage for employees and customers on such etiquette and hygiene using easy to understand graphics. .
 - Employees should wash their hands often with soap and water for at least 20 seconds or to use hand sanitizer with at least 60% alcohol if soap and water are not available. Therapists will be washing/ disinfecting hands multiple times per client. At minimum: before greeting the client, after verbal intake/before hands-on, after hands-on, after cleaning the room.
 - Employees should avoid touching their eyes, nose, and mouth with unwashed hands.
 - Employees should cover their mouth and nose with a tissue when they cough or sneeze, or use the inside of their elbow. Throw used tissues into no-touch trash cans and immediately wash hands with soap and water for at least 20 seconds. If soap and water are not available, use hand sanitizer containing at least 60% alcohol.
 - Practice routine cleaning and disinfection of frequently touched objects and surfaces such as workstations, keyboards, telephones, handrails, and doorknobs. Dirty surfaces can be cleaned with soap and water prior to disinfection. To disinfect, use products that meet EPA's criteria for use against SARS-CoV-2 (the virus that causes COVID-19) and are appropriate for the surface.
 - Avoid using other employees' phones, desks, offices, or other work tools and equipment, when possible. If necessary, clean and disinfect them before and after use.
 - Practice social distancing by avoiding large gatherings (>10 people) and maintaining distance (>6 feet) from others whenever possible.

- Encourage employees to self-monitor for COVID-19 symptoms daily:
 - Employees should be aware of their health and monitor themselves for COVID-19 symptoms (e.g., fever, cough, shortness of breath) daily. They should report any COVID-19 symptoms to their employer before entering the workplace/facility, and immediately if symptoms begin sometime during the shift..
 - Employees will check their temperature when arriving at the center. If they have a fever ($\geq 100.4^{\circ}\text{F}/38.0^{\circ}\text{C}$) appointments will be cancelled and the employee will go home.
 - If an employee reports any COVID-19 symptoms, refer them to the CDPHE Symptom Tracker and encourage them to get tested. Employees will be required to either self-isolate for 14 days or test negative for COVID-19. If the test is negative, the employee will be required to stay away from the center until 72 hours free of symptoms.

- Actively encourage sick employees to stay home:
 - Employees who have COVID-19 symptoms should notify their supervisor and stay home. Sick employees should follow CDC-recommended steps to prevent the spread of COVID-19 and acquire a test as soon as possible.
 - Sick employees who cannot obtain a COVID-19 test should not return to work until the criteria to discontinue home isolation are met (generally 14 days after symptom onset with improved respiratory symptoms and at least 3 days fever-free without fever-reducing medications).
 - AMT&W will provide its own PTO system running until January 1st 2021. This one-time PTO will be available to employees who become sick during this period, as they are required to home-isolate whether positive for COVID-19 or not. It is hoped that this PTO assistance will support employees financially in case of illness during the pandemic and also encourage employees to not hide any symptoms out of financial pressure.

- Document these daily temperature, symptoms, and exposure checks using an employee health screening form.

What we plan to do if the virus comes to Olive Studio.

**The CDC recommends that individuals who come in close contact with a person later confirmed to have COVID-19 (less than 6 feet for more than 15 minutes), should home-isolate for 14 days, even if the individual tests negative.*

Recent COVID-19 exposure is defined as having close contact (<6 feet) for a prolonged period of time (>15 minutes) without adequate PPE to a person with COVID-19 during their contagious period (a period from 2 days before their symptom onset [or their positive confirmatory COVID-19 test if asymptomatic]).

Criteria to discontinue home isolation if positive for COVID-19: generally 14 days assuming fever has resolved, symptoms have improved and no new symptoms have developed. If the employee is experiencing symptoms past 14 days, they should wait to return until they have been symptom-free for 72 hours. Employees who have cold/flu like symptoms and who test negative for COVID-19 will home isolate until 14 days have passed or they have been symptom free for 72 hours.

Healthy employees with recent exposure to a person with COVID-19 (whether at home or at work) may themselves become infected and develop symptoms within a 14-day incubation window. They may also be contagious in the 2 days before developing symptoms or even while asymptomatic. These employees should home-isolate for 14 days, watch for developing symptoms and contact their physician to inquire about getting a COVID-19 test.

Take action if an employee is suspected or confirmed to have COVID-19 infection:

- In most cases, you do not need to shut down your workplace/facility.
 - If it has been less than 7 days since the sick employee has been in the facility, close off any areas used for prolonged periods of time by the sick person until you can clean and disinfect the space.
 - Wait 24 hours since the sick person used the area before cleaning and disinfecting to minimize potential for other employees being exposed to respiratory droplets. If waiting 24 hours is not feasible, wait as long as possible.
 - During this waiting period, let the air purifier in the room run to increase air circulation in these areas.
 - If it has been 7 days or more since the sick employee used the facility, additional cleaning and disinfection is not necessary. Continue routinely cleaning and disinfecting all high-touch surfaces in the facility.
 - Follow the CDC cleaning and disinfection recommendations when cleaning and disinfecting space.

Take action if a client has visited the center and later confirmed to have COVID-19 infection:

- If it has been 14 day or more since the client has been at the center, we only need to check in with the therapist who worked with them. The therapist should contact their health provider and see if a COVID test is necessary.
- If it has been within 14 days since the positive client visited the center, the therapist must self-isolate until the 14 days from last contact is up. The therapist should contact their health provider and see if a COVID test is necessary. If a test is acquired and the result is negative, the management will determine if an employee can return earlier on a case-by-case basis.

- As above, if it has been 7 days since the client visited the center, no further cleaning is necessary.
- If it has been less than 7 days since the client visited the center, close off the treatment room until you can clean and disinfect the area.
- Wait for at least 24 hours since the client was at the center to clean and disinfect the room..

Full Scale Closure

If there was more than one exposure or multiple team members are self isolating we may need to close the center for a limited period of time.

COVID-19: Workplace Outbreak Guidance | June 2020

COVID ERA CALL OUT and PREP PROCEDURES

- If you have had close contact with a person who has COVID-19 or if you have developed symptoms, you need to let us know and begin home isolation. Here's how:
 - If it's during your shift, let the FD (front desk) know immediately. If your room hasn't been cleaned, remove the linens / blanket and shut the door. We will put a "closed" sign on the door and will leave it shut for the rest of the day. The room will be cleaned and sanitized the next day by the opening manager.
 - If it's outside your shift:
 - If the center is open for calls (9am-6pm) call the center and let the FD know. Also send a text to Marcus and Levi between the hours of 8am-10pm
 - If it is after hours, call the center and leave a message. Also text Marcus and Levi between the hours of 8am-10pm.

Info compiled from:

<https://drive.google.com/file/d/1zDI1WVOEDSkmbN2qCF83W2jM7N4ZcaZs/view?usp=sharing>

Colorado Dept of Health: Preventing, Reporting and Mitigating Workplace and Non-Health Care, Non-Residential Facility Outbreaks

From https://drive.google.com/file/d/1h_6oQtTYxd_svBqJM-jN10O8iZ0LAtr9/view?ts=5efa817f

FSMTB 2020 May 19 Guidelines for Practice with Covid Considerations