

Body In Balance
Therapeutic Massage & Bodywork

COVID-19 REOPENING PROTOCOLS

OUR SERVICES ARE ELECTIVE! IF YOU ARE NOT COMFORTABLE WITH RECEIVING MASSAGE TREATMENTS DURING THIS TIME, WE ADVISE YOU TO CANCEL YOUR APPOINTMENT AHEAD AND PLEASE STAY HOME!

WHAT TO EXPECT AT YOUR NEXT APPOINTMENT...

- You will receive a phone call or text message a day prior reminding you about your appointment. This message will include your appointment time as well as very important instructions concerning **taking your temperature prior to your appointment. If you have concerns, please communicate with your Therapist.**
- When you arrive please WAIT IN YOUR CAR until we are ready for you to enter the building. You may also text your Therapist to let them know you have arrived.
- Upon entering our building **we will require everyone to wear a mask.** Please bring your own mask. If you do not have one, a clean and sanitized one will be provided for you.
- We will ask you a series of questions:
 - Have you had a cough within the last 14 days?
 - Have you had a fever within the last 14 days?
 - Have you been around anyone exhibiting symptoms within the last 14 days?
 - Are you living with or taking care of anyone who is sick or quarantined?
 - Within the last 24 hours, when you took your temperature at home, has it remained below 99 degrees F?
- If your temperature that you've taken on your own at home is or has been above 99 degrees, please cancel your appointment immediately. No cancelation fees will be enforced at this time.
- Additionally, if you've answered "YES" to any of the above questions, you will be asked to reschedule.
- You will sign a liability release form.
- You will immediately be asked to wash your hands with antibacterial soap before entering your treatment room.
- We will provide individual storage containers into which you can place your personal belongings. Please do not bring any unnecessary items into the facility with you or any outside food or drink.
- If you need to use your phone during your appointment we ask that you disinfect it promptly. Disinfectant wipes and tissues will be available in each treatment room.
- Please do not bring anybody else with you to the facility if they are not having a service performed at that time. Parents of minors getting massage treatments should sign a release form and wait in their vehicles .
- *Once again, please stay home and reschedule if you have been ill in any way or around anyone who has been ill.*

WHAT WE ARE DOING TO KEEP YOU SAFE...

- All Therapists will take their temperatures upon arrival on a daily basis. Anyone registering a temperature above 99 will be sent home immediately.
- All Therapists will wear clean masks, gloves, eye protection, aprons, and clean shoes for each session.
- We are staggering Therapists' work days to ensure social distancing.
- We are increasing the amount of turn time between Client sessions to allow for proper sanitation and disinfection of treatment areas and tools.
- We are eliminating facial massages at this time.
- We have eliminated all unnecessary items such as books, magazines, informational items, hand outs. Also anything that cannot be wiped down between sessions.
- We have replaced soap dispensers and paper towel dispensers with touch free dispensers, trash cans.
- Each room is now equipped with HEPA air purifiers.
- All areas touched by Clients/Therapists will be wiped down with disinfecting wipes following departure.
- Any client who is deemed High Risk and/or is above the age of 65 will not be scheduled until after 6/14/2020, as per CDC guidelines and Indiana Stay At Home orders.
- We will follow Indiana's Back on Track guidelines for reopening, as well as OSHA "Guidance on Preparing Workplaces for COVID-19" as our guide to reopen.
- We will be constantly observing all CDC recommendations for sanitation and disinfection procedures as well as the World Health Organizations protocols for health and public safety.

Thank you for your patience and understanding during these unique times.

We're in this together!