
TEMPLATE: Policies & Procedures (Massage Therapy)

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Produced by JPNDC Small Business Services ([JPNDC SBS](#))
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Sources consulted:

- Business owners clients of JPNDC SBS
 - Northeastern University School of Law, Community Business Clinic
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[Name of the Company] Policies & Procedures Related to COVID-19 Safety

While COVID-19 is still present in our community, our massage facility will operate with these changes to standard policies and procedures to protect staff and client safety.

No Walk-In Appointments: At this time, this facility will not accept walk-in appointments. Please call ahead to make an appointment.

Late Cancellations: We will wave the late cancellation policy for anyone who develops a fever or symptoms of illness. Please call to let us know you feel unwell and we will cancel your appointment without charging you a fee.

Client Guests: At this time, we will not allow client guests to wait for clients in the reception area or in session rooms. In the event the guest is a legal guardian of the client an exception is made.

Pre-Session Screening: Please expect a phone call or email health screening 24 hours before your massage appointment. We will ask:

- Have you experienced any cold or flu-like symptoms in the last 14 days or has a health professional asked you to self-isolate in the last 14 days?
- Have you been in close contact with someone experiencing cold or flu-like symptoms or have you cared for someone testing positive for COVID-19 in the last 14 days?

- Have you been tested for COVID-19 in the last 14 days and if yes, what was the result?

Arrival Procedure: When you arrive at our facility we will follow a strict protocol to ensure your safety and the safety of our staff:

- Please wait in your car. We will send you a text message or call you when we are ready for you to come in.
- We will greet you at the door and take your temperature with a no-touch thermal temperature reader to make sure you don't have a fever.
- We will ask if you have any symptoms of illness including a cough or digestive issues. If you have a fever or symptoms of illness we will reschedule your massage session to a later date.
- We will ensure that you have a proper face mask and ask you to clean your hands with an alcohol-based hand sanitizer. Should you not have a proper facemask, we will provide one.
- We will escort you to the session room for your massage session.
- While COVID-19 is present in the community we will limit talking to only communication necessary for ensuring a comfortable and safe massage.
- If you develop symptoms of illness or test positive for COVID-19 within two weeks of your massage session, please call us immediately. We will follow up to check in on your health 1 week and 2 weeks after your session.