

COVID-19 Protocols & Procedures for Campus Safety & Security Effective May 1st, 2020

Using COVID-19 best practice recommendations from the **Centers for Disease Control and Prevention (CDC)** and the **World Health Organization (WHO)**, guidance from other health-care sectors, findings from the limited and preliminary research on the virus, and the most accurate updates we could gather from the quickly evolving science, we've compiled this document of practice protocols that seem most appropriate for returning to offering massage services in both the classroom and clinic at Mind Body Institute.

In lieu of a cure, vaccine, antibody tests, or other intervention for COVID-19, there is no way right now to venture back into practice without revised protocols to protect you and your clients. Even so, there is no guarantee that you or your clients will come away from your interactions unscathed.

Classrooms, treatment rooms and office readiness

Mind Body Institute will complete the following items PRIOR to re-opening its door to both students and clients.

- Remove clutter, knick-knacks, and unnecessary items that don't serve a purpose to your classroom or clinic area.
- All students will be provided with 2 washable face masks that must be worn while on campus and washed DAILY.
- If you feel ill, have a cough, temperature over 100, or have discovered you have been in contact with someone who has tested positive for COVID-19, DO NOT COME TO CLASS and contact Maj-lis immediately.
- Attendance will be taken by hand each day, do not use the automated fingerprint system.
- Student temperatures will be taken and documented daily by a staff member before they enter the building
- One student per classroom lecture table to maintain distance
- Stagger break times to reduce number of students on break at once

- Breakroom is only for getting water and storing cold items in the refrigerator, no coffee will be provided at this time..
- Massage partners will be assigned via draw (by number or playing cards) and that will be your partner for 14 days at a time
- Students must clean their equipment and areas before they leave each day.
- Remove all product testers and samples from the shelves and counters.
- Per CDC recommendations, we have removed all cloth chairs from the waiting room and reduced the number of chairs down to 2 that are 6 feet apart.
- We will stagger client appointment start and end times so there is no client overlap in the waiting area. We have removed unnecessary and communal items, including pillows and magazines.
- We have eliminated self-serve items and treat jars
- In our main client entry way and student entrance we have set up
 - Hand sanitizer with touchless dispenser to utilize as soon as they walk in that space.
 - Basket with washable face masks for clients to use and a return can with a liner for them to put in when they leave
 - Students will all be issued 2 face masks to keep that they must take home and wash daily.
 - Tissue paper to use for opening and closing the inner sets of doors
 - Bottles of water will be set out for clients to take with them so we have no cups or water dispenser
 - Student entrance doors will be propped open by a staff member until all students are on campus.
 - Temperatures will be taken for both students and clients daily as long as the CDC recommends this and recorded in the student/client files. Anyone with a temperature of 100.4 or higher will immediately be sent home and documentation will be given to the Director of Education for follow-up care of that person and monitoring of their situation.

Clean

- MBI completed a deep clean of all spaces. Using EPA-approved cleaning products and protocols on all surfaces in our space, top to bottom. Follow the disinfectant contact time, per the product manufacturer.
 - RESTROOMS: A staff member will be assigned each day to the cleaning of both restrooms onsite. Cleaning will include wiping down all door handles, sinks, counters, paper towel holders, and trash can lids. This will be done daily after the students first break and at 2pm once students are

all off campus. In addition, when clients are on campus we will wipe down bathroom surfaces after every client visit.

- Daily after the day class leaves at 2pm and then again after the night class leaves at 10:30pm clean switches, doorknobs, doors, and door frames. Clean floors thoroughly. Same cleaning for IC area after the end of each shift.
- Daily clean the handrails outside the building before and after classes.
- Classroom & Clinic clean bolsters, tables, chairs, and stools as directed by the CDC and product manufacturer.
- Placed hand sanitizer, cleaning wipes, and facial tissues available in all spaces.
- Placed lidded trash cans that are operated by a foot pedal in several areas to keep facial tissues and other waste products from remaining exposed to the treatment room air.
- Got new lids for all toilets and placed signs on wall indicating to close lid before flushing
- Breakroom: disinfect at 8am and again at 2pm. Wipe down all tables, chairs, microwaves, refrigerator, and coffee pot area.

Pre-Session Interaction for clinic and classroom

IC INSTRUCTOR RESPONSIBILITIES:

- No new clients will be accepted to the clinic until further notice
- Signs will be posted on the main front door to the IC with directions for all people entering the building to include:
 - Please immediately use the provided no-touch hand sanitizer as soon as you enter these doors, on the white shelf to your left.
 - If you do not have your own mask, please take one of our sanitized face masks to use while on campus and in your session.
 - Take a disposable paper towel and use it to open the next entrance door where the clinic instructor will greet you to take your temperature before you proceed to your session.

- Upon leaving MBI please place your used face mask in the receptacle provided in the main entrance and once again use the hand sanitizer and disposable towels to exit the building.
- Meet the client at the second entry door
- Use a no-contact thermometer to take the client's temperature upon arrival; ask the client to reschedule if their temperature is 100°F or higher.
- Complete a new health intake form for every person before massage is given. **IC Instructor will do this at the main entrance doorway.** Include the following questions:
 - Have you had a fever in the last 24 hours of 100°F or above?
 - Do you now, or have you recently had, any respiratory or flu symptoms, sore throat, or shortness of breath?
 - Have you been in contact with anyone in the last 14 days who has been diagnosed with COVID-19 or has coronavirus-type symptoms?
 - Document all answers and temperature in clients file
- Instructor will take all payments and disinfect the entire front desk after each client leaves. Square billing will be used for contactless payment if possible.

STUDENT RESPONSIBILITIES:

- Confirmation calls will be done the day prior to any sessions asking the above questions and those answers will be documented in that client's chart by the student who will also initial that they did this.
 - Take a minute to explain any new protocols as necessary, including the client's wearing of masks as they arrive for their appointments. Does the client have a mask they can wear? Let them know you can provide a mask and describe to them how you want them to use it during their visit: have the mask on when entering the premises; together, you will evaluate their breathing comfort during the prone positioning portion of their massage session. The mask protocol is consistent with the CDC's recommendation to the general public advising them to wear a cloth face covering whenever they must leave their home.

- IC: Students will wear a new, clean mask and apron for each client. Once these items are used they will place them in the provided laundry compartment for washing.
- Greet and say goodbye to guests with a wave or nod. **Do not shake hands or hug.**
- Therapists wear a clean mask/face protection during services and while on campus. MBI is providing each student with 2 washable face masks.
- DO NOT TOUCH THE MASK AND THEN YOUR FACE.
- DO NOT TOUCH YOUR FACE WITH YOUR HANDS! Wash them first if you must.
- Hair must be pulled back at all times, even during breaks, to help prevent unintended touching of your face.

GENERAL IC UPDATES:

- Reminder emails and text messages have been updated to remind clients to cancel sessions if they have any of the above symptoms or contacts.
- A minimum of 30-minutes are required between clients to allow for all surfaces to be wiped down, the room to air out, and all laundry to be handled.

In-Sessions Protocols

- **No face massage.** You can work on the scalp and neck but do not disturb your clients mask placement or work directly on the face.

Post-Session Protocols & Sanitation

- After you finish with the session use antibacterial gel in the room **BEFORE** you touch the door handle to leave the room.
- Immediately go wash your hands, arms and elbows for 20 seconds in warm water with soap. Use a nail brush to clean nails that are provided in the restrooms.
 - Return to the treatment room to clean and prepare for the next client taking a plastic bag provided by MBI from the IC break room with you.

- Start by folding all linens into themselves and place in the plastic bag, closing off the bag.
- Disinfect entire lotion/oil container and belt with a disinfectant wipe
- Use Antimicrobial cleansers used to clean table, headrest, bolsters, stool and table warmer controller. Wipe down the chair client put clothes on and the door handles and light switch.
- Use hand sanitizer on the wall to now leave the room taking your dirty linen bag with you and out to your vehicle.
- Go to massage room 4 and remove your apron and fold inward on itself and place in the provided laundry basket in the Laundry room.
- In room 4 remove your mask and place in the provided paper sack before putting with your belongings. Disinfect your hands and place on a new mask.
- Go to the restroom again and wash your hands.
- Upon arriving at home, leave shoes outside or at your doorway, put all dirty linens in the wash, take a shower from head to toe and change into clean clothes.
 - Doing laundry: Untie plastic bag and place opening inside the washer. Shake the dirty laundry out of the bag. Discard the bag in trash. Wash linens in hot water with laundry soap to kill Covid-19 and other germs.

Business & Marketing Protocols

- New Cancellation Policy sample language:
*Amid the ongoing uncertainty of COVID-19, we have **modified** our cancellation policy to offer greater **flexibility** to all our clients. We hope this will alleviate any stress and hesitation you have about an upcoming appointment. If you need to reschedule for whatever reason, and especially if you are not feeling well, we understand and request for you to please contact us as soon as possible to reschedule. To further support you, there will be no penalties for cancellations.*
- New Booking Policy sample language:
Due to COVID-19, we are temporarily limiting the number of daily appointments. The health and safety of our clients and staff is very important to us. For this reason, walk-in appointments will not be accepted and clients who are not currently receiving a service will be asked to step out in order to control the

number of people within the salon/spa/clinic. If you are experiencing a fever, cough, or sore throat, please reschedule your appointment for when you are no longer symptomatic. If you have been to a COVID-19-impacted area or have been in close contact with a person infected with COVID-19, we ask that you please reschedule your appointment for 14 days past the date of contact. Please note, we are requesting that clients wear face coverings when they arrive for their appointments.

In accordance with extended shelter-in-place recommendations to protect our more vulnerable populations, I am not working with clients with compromised immune systems, clients aged 65 or above, or clients in other elevated at-risk categories at this time.