

Journey Massage Reopening Plan

Journey Massage have received many calls with questions about reopening. At present, we are accepting appointments starting Monday, June 15th. Prior to coming to our office, however, we ask that you thoroughly review the following reopening plan. It contains important information and details both client and therapist expectations.

Our primary goal is to keep our staff, clients and patients safe, so your experience may differ from what you were previously accustomed. We are committed to your wellness and health.

Key Reopening Considerations

Office Cleanliness Measures

- We use hospital /medical grade cleaning products that are demonstrated effective against COVID-19 and other pathogens.
- Each treatment area is equipped with hospital grade air purifier.
- Our UPDATED process for COVID-19 will ALSO involve using medical/hospital grade cleaners, wiping down all surfaces, tables, and chairs in therapy rooms at the beginning of the day, after every client encounter and again at the end of the day.
- Restrooms are available and we require good hand hygiene from both our therapists and clients (washing with soap and water for 20 seconds) before and after treatment is recommended.
- Hand sanitizer is readily available in therapy rooms and the waiting room.
- It is the responsibility of the therapist on duty to wipe surfaces after each treatment provided.
- We apologize for the inconvenience, but we have removed frequently handled items from our waiting rooms, such as magazines, brochures, cups and business cards.

Face Coverings:

- Journey Massage staff members will use face masks, eye protection and gloves.
- Clients are required to wear their own mask or face coverings at all times. If they do not have a mask, one will be provided. No exceptions at any time before, during or after treatment.

Appointments:

- Individual appointments are scheduled so that there will be no other clients in the public area of the office at any time.
- Each treatment room will not be in use for a full hour in between clients for cleaning and sanitization.

Service Menu:

- The menu of services may be changed to limit exposure to facial and other areas of concern, minimize room occupancy as well as exposure to shared equipment.

Social Distancing:

- Guest appointments will be scheduled with a 60-minute block of time between clients for extra cleaning and sanitation time.
- No visitors will be allowed in the office with the client.
- At this time, clients will not be able to use the shower.
- Items difficult to sanitize have been removed from treatment rooms.

Guest Arrival

- You will be called 24 hours prior to reconfirm your massage appointment and will be asked a few short health-related questions.
- All clients will call upon arrival and wait outside the building until called for their appointment.
- All clients must wash or sanitize their hands upon entering the office.
- Clients agree to keep personal items brought into the office to a minimum.
- Clients must complete a Covid-19 Pandemic Waiver form asking to certify that they:
 - Are not experiencing fever, shortness of breath, loss of sense of smell or taste, dry cough, runny nose or sore throat or any other symptom of Covid19.
 - Have not been in contact with anyone testing positive for Covid19 within the past 14 days
 - Have received at least two negative Covid19 test results since testing positive.
 - All clients will have their temperature taken with an infrared, touch-free thermometer prior to treatment. Journey Massage reserves the right to reschedule treatment for those with elevated temperatures.

Client Departure:

- Client will leave the treatment room to check-out, reschedule, process payments and receive a bottle of water from the therapist if desired.

Situations involving Covid19

Case 1: A client without symptoms in close contact with someone who has tested positive for Covid-19.

1. Client stays home and quarantine until 14 days after last exposure and need a negative COVID-19 test and are symptom free before returning to Journey Massage.

Case 2: An individual who received a massage subsequently tests positive for Covid19 within a two-week period:

1. The treatment room in which the individual with the confirmed case of COVID-19 was in, will be closed.
2. Journey Massage will communicate with clients and staff that a positive COVID-19 case has occurred.
3. The office will be closed for a minimum of 2 to 5 days.
4. The entire office will be cleaned with disinfecting methods.
5. A reopening date will be determined in consultation with county and local health officials.
6. The reopening information will be shared with clients.

Case 3: An individual has tested positive for Covid19 in the past:

1. A client with confirmed COVID-19 who has exhibited symptoms may return after meeting ALL the CDC criteria for discontinuation of home isolation listed below:
 - a. Resolution of fever without the use of fever-reducing medications
 - b. Improvement in respiratory symptoms (e.g., cough, shortness of breath)
 - c. Negative results for COVID-19 from at least two consecutive upper respiratory swab specimens collected at least 24 hours apart.

2. A client with confirmed COVID-19 who has not had any symptoms may return to the spa when:
 - a. At least 14 days have passed since the date of their first positive COVID-19 viral test
 - b. Have had no subsequent illness since testing.

Please be aware, that should the phases of re-opening NYS change, cancellation and rescheduling may be required.