

Journey Massage Safety Plan

Journey Massage has carefully reviewed all health advisories and best practices for operating during the current pandemic. Prior to coming to our office, however, we ask that you thoroughly review the following safety plan. It contains important information and details both client and therapist expectations. As expected, any regulatory requirements by local, state or federal authorities supersede this plan in all cases.

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 Safety 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 at all times for the protection of our clients.
- Clients who show proof of vaccination will be able to receive services without face coverings or masks. Those who are not vaccinated will be 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 fewer other clients in the public area of the office.
- Each treatment room will not be in use for a half hour in between clients for cleaning and sanitization.

Social Distancing:

- Guest appointments will be scheduled with a 30-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 must wash or sanitize their hands upon entering the office.
- Unvaccinated 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 10 days
 - Have received at least two negative Covid19 test results since testing positive.
 - Unvaccinated 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.

Please be aware that should CDC or NYS guidelines change, this safety plan may also be altered to reflect best practices and advice.