

COVID-19 Protocols

These policies are designed to protect Deborah, you, and the clients with appointments after you.

Deborah works with clients who may be very immune compromised and it's important for all of us to do our part to protect them. Below are listed all the ways we can do that.

BEFORE The SESSION

- Follow the [COVID-19 Booking Policy](#). Don't come in if you're sick - even if you don't think it's COVID.
- Please be aware that the [cancellation policy](#) has been revised to incorporate the booking policy and ensure that everyone stays healthy.
- Please be aware that our restrooms are maintained by the building's owners not our business. They are clean and well maintained, but, if you have concerns about COVID, don't use them. They are not maintained per CDC COVID protocols.

UPON ARRIVAL

- Please don't bring anyone with you - unless you want them to sit in on your session. The waiting room / common area is closed.
- The door to the office suite is locked until about 5 minutes before your session. Please do not arrive any earlier.
- Please don't sit on the cloth chairs in the waiting area. They are not sanitized. Sit on the bench if you need a place to sit if you decide to remove your shoes at the entrance. Any discussion beyond the initial COVID screening can occur in the treatment room.
- If you don't have a mask, you will be given one to wear. Please wear it properly (over the nose and mouth) throughout your visit.
- Since you've seen the COVID screening statements prior to your session (booking online and your reminder text or email), you will be asked again if the answers to those statements have changed (You've been exposed, awaiting test results, or have symptoms).

DURING The SESSION

- Touch only what you need to. While fomite (surface) transmission is not as risky as originally thought, it is still possible.
- After proceeding to the treatment room and before getting on the table: Properly wash your hands (sing Happy Birthday twice) Or use one full pump of hand sanitizer, rubbing your hands until they are dry.
- While gloves are not known to increase sanitation for COVID, if you would feel more comfortable with Deborah wearing them, just ask. She is happy to accommodate you.

AFTER The SESSION

- After you've dressed, please open the door, **but stay in the treatment room**. We will finish any financial transactions or scheduling in the treatment room to minimize time in the waiting area / common room.
- Please remember to notify Deborah if, **after** your session, you are notified that you or someone in your household was exposed to COVID-19 **and** the date of exposure was prior to your session with Deborah.

Safety / Cleaning Protocols

In case you'd like to know what strategies are being used "behind the scenes"...

FYI - Deborah has added an extra half-hour between clients to

- Ensure adequate ventilation/air exchanges to avoid cross-contamination of aerosols.
- Provide for the additional disinfection protocols (cleaning & disinfecting walls and the floor is new).
- Adequate time to change/store clothes & masks.

Air Filtration

- HEPA purifiers are in the common area and each treatment room.
Deborah uses two HEPA purifiers in her treatment room. Because the HVAC system in the building has not been upgraded to include COVID protocols, Deborah has added the extra HEPA purifier to raise the Air Exchange Rate to almost 12 air exchanges per hour (ACH). Medical grade is considered 6 to 12 ACH.

Masking / Tunic (Scrub Tops)

- Deborah changes masks and tunics for each client. This ensures that cross-contamination will not occur.
- Deborah wears 2 Masks for maximum protection: N-95 respirator + Surgical (Level 2 or 3). The surgical mask ensures that the respirator stays clean and is protected from droplets.
- If an extended period of time is needed near the client's head, Deborah will also don a face shield or protective goggles.
- Returning clients: During the shortage of respirators during the pandemic, it was considered best practice to re-use N-95 respirators. The common method of cleaning/storage was to store it in a paper bag for 5 days to ensure that no live virus remained. Deborah uses the paper bag method for masks used with returning clients. No mask is re-used more than 5 times. If a returning client is uncomfortable with this, Deborah is happy to provide a new mask for every session for an additional fee.

Sanitation/Disinfection

Deborah has always had high standards of cleanliness, but the pandemic required upping her game by adding disinfectants to her cleaning routine.

- After every client, every surface that a client or Deborah has touched or was likely to touch is cleaned and disinfected with an EPA-approved disinfectant that kills the coronavirus. This includes the walls where clothes are hung and even the floor.
- An additional deep clean on the treatment room is performed regularly.
- The common area and door to the suite are also cleaned and disinfected regularly as well.

Treatment Room Readiness

- Prior to the pandemic, there were a lot of items out in the open air and cloth chairs were used. All of that's changed:
 - The area rugs were removed, the cloth covered chairs were either replaced or covered in vinyl.
 - Items were put in containers (big and little tubs and a variety of other lidded containers).
 - Knick-knacks were removed (mostly) or put in an out-of-the-way place to minimize touching.
 - Touchless garbage cans were added (one for used linens and the other for trash).

- Sanitary covers: Deborah has always used sanitary, water-resistant covers on her table and on pillows. However they were upgraded to much better quality. And covers were added to the paper towel dispenser and other items.