



## **New Massage Protocols due to Covid-19**

Thank you for your patience during this time. As I open my doors, there are several protocols that I must inform you of. These measures are to maintain your safety and mine, while offering services during a pandemic. These measures are not optional, and your cooperation is required to ensure that everyone remains safe and healthy.

As many of you have heard from the news, I am now allowed to open my practice treating 3-4 patients per day. If you have regularly scheduled massage appointments, those appointments will be cancelled until I can safely reopen on a full-time basis. Currently, I ask that you call or text me to book an appointment, so that everyone has an opportunity to receive care while operating on a reduced schedule. If you have already sent me an emergency e-mail, text, or phone call, I will contact you.

I hope that you and your family have been well, and I look forward to welcoming you back to the clinic. Please review the information below and do not hesitate to contact me if you have any questions or concerns.

### **Before your appointment**

The day before your scheduled appointment, I will contact you by phone to screen you for symptoms of covid-19 using the Ministry of Health's COVID-19 patient screening document. If you have certain symptoms, your appointment will be cancelled. I will happily reschedule your visit following the required 14-day period.

**Please e-mail me at [belrozemassagetherapy@gmail.com](mailto:belrozemassagetherapy@gmail.com) or call or text me at 705-737-7365 with your current contact number. This is necessary so that I can contact you for the required screening.**



48 Butternut Drive Barrie ON L4N 9Z8  
belrozemassagetherapy@gmail.com  
www.belrozemassagetherapy.com  
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### **The day of your appointment**

The day of your appointment, you must wait in your vehicle and may not enter my house until I signal you to do so. Unless previously agreed upon, please do not bring anyone else with you to your appointment. Do not be alarmed when I wave to you wearing a surgical mask; I am required to do so for your protection.

Upon entering the clinic, you will be asked immediately to wear a mask (I will provide it if you do not have one) and wash your hands in my bathroom. Next, I will screen you once again for symptoms of covid-19. I will also take your temperature with a touchless forehead thermometer. If you have no symptoms, we will then commence the treatment. If you have any symptoms, you will be asked to leave the premises and the treatment will be postponed to a later date. The screening results will be noted in your confidential health history file.

### **During the treatment**

If you are required to sign the sensitive areas consent form, it will be placed in the treatment room on a chair with a pen. The clipboard and pen will be disinfected prior to your arrival. On the chair you will notice a clear plastic bin, I ask that you place any clothing that you are removing for treatment in this bin. You will notice that the treatment room will be sparse: only things that can be easily cleaned will remain in the room.

Please note, I will no longer be offering a heating pad, hot stone massage, or Thai massage due to the stringent cleaning protocols. When I am not massaging you, I will be following the rules of social distancing and standing 2 meters away.

While you are getting on the treatment table, I will be washing my hands, forearms, and elbows for 30 seconds. Upon entering I will use a towel to open the door as to not contaminate my hands. Following the treatment, I will use a towel



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again to open the door and leave you to dress. During that time, I will wash my hands, forearms, and elbows again.

### **After the treatment**

Once you are dressed, please tell me to enter. Your receipt will already be printed. I will ask you to wait in a chair while I enter your information into the payment processing machine, then I will step back so that you can pay for your treatment using a debit or credit card. When you are done paying for your treatment, I will request that you wash your hands, place your used mask in a bin by the door and then leave the premises.

Please book your next appointment online using my online appointment book at the following website <https://www.belrozemassagetherapy.com/>.

### **Additional measures I am taking to reduce risks**

Once you leave, I will safely remove all the linens from my treatment room and place them into a sealed bag. My laundry will be sent to my linen service and cleaned following approved cleaning standards. The treatment table will be thoroughly cleaned, and all surfaces contacted by clients will be washed and disinfected. This includes doorknobs, taps, sink, light switches, chairs, payment processing machine, lotion bottle, table cleaner bottles, etc.

For your safety, I will wear a new apron for each appointment/treatment to reduce the risk of cross contamination between clients.

When treating your neck in supine (on your back), I will be wearing a face shield as well as a mask for added protection.

Every morning I will be cleaning the bathroom, entrance and treatment room using disinfectants approved by Health Canada and noting all procedures in a stringent cleaning log.



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All appointments will be scheduled with at least 45-minute break between session so that I have sufficient time to follow the new cleaning protocols.

Because I am practicing from my home, I will also be screening my family daily. If anyone in the household has any signs and symptoms, you will receive a phone call or an e-mail notifying you that your massage has been cancelled.

### **Concluding information**

At this time, I will not be raising my fees. Should these covid-related measures continue longer than anticipated, I may have to increase fees in the future due to the increased operational costs related to cleaners and supplies.

If you have any questions or concerns, feel free to contact me at 705-737-7365 or at [berlozemassagetherapy@gmail.com](mailto:berlozemassagetherapy@gmail.com) .

Thank you for understanding and patience during these challenging times.

Stay safe and healthy,

Mary-ellen Rozon, RMT



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