

June 01 2020

In Response to COVID-19

Hawaii Massage Clinic

Aloha Hawaii Massage Clinic Customers,

It is with great anticipation that we announce the reopening of Hawaii Massage Clinic on Wednesday, June 10, 2020 at 9:30 a.m.

We have raised our already demanding standards to an even higher level with new protocols and procedures for the health, safety, and well-being of every customer, student and school staff.

To ensure the safest experience for everyone, we also need your help by adhering to social distancing practices, washing and sanitizing hands upon entry, and following safety guidelines.

Hawaii Massage Clinic is implementing updated Safe Guidelines to continue delivering a great customer experience while ensuring the clinic operates safely and responsibly.

Hawaii Massage Clinic will:

- **Implement Daily Wellness Checks:** Students and staff receive a temperature check and are sent home if their temperature exceeds 100.4 °F. Customers also receive a temperature check upon arrival. Self-restraint is required if any flu-like symptoms are present or any of household members and close contacts are sick. We do not provide services to a client if we have reason to believe that they are sick or have a contagious condition and ask them to stay home. We have the right to refuse service at any time.
- **Require Face Masks:** Students, staff and customers are required to wear a face covering while in premises.
- **Practice Social Distancing:** Signs and ground markers are provided to assist customers with social distancing practices. Layouts are modified to ensure distancing in the reception area by removing all unnecessary items from the reception area.
- **Promote Hand Hygiene & Respiratory Etiquette:** Hand sanitizing stations are placed in the reception area for you to clean your hands upon entry, and signs are displayed to encourage all staff and customers to wash their hands often and cover their coughs and sneezes.

- **Contactless Scheduling & Payment:** We promote contactless methods of scheduling, and payment if requested. We provide an option to make payments online prior to arriving to minimize interactions. Please let us know if you prefer contactless payment.
 - * 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.

- **Clean, Disinfect and Sanitize:** In addition to our already stringent cleaning procedures, clinic staff will clean and/or disinfect all surfaces after each client, especially those high touch surfaces that are handled frequently throughout the day between clients with disinfectant. High-touch surfaces include door handles, counters, tabletops, desks and light switches. We also ventilate the session room between clients by opening doors and windows.

- **Manage Clinic Capacity:** We only schedule the number of clients that will allow for social distancing of at least 6 feet from others. We only bring clients into the establishment when the student massage therapist is ready for him/her, to eliminate anyone needing to spend any time in the reception area.

***We're very excited to welcome everyone again.
Thank you for your support and see you at the clinic soon.***

The Clinic's Safety Guidelines

* Please acknowledge that we have the right to refuse service at any time if these guidelines are not followed.

Not Permitted:

- Clients that have respiratory issues / concerns or on oxygen devices.
- Clients with temperature that exceeds 100.4 °F.
- Clients that are prone to infections
- Clients without a mask
- Clients without an appointment
- Clients should not bring extra people to the appointment, such as children

Before Entry

1. **By appointment ONLY.** Please call us beforehand even if you are walking in.
2. Please wait outside until your appointment.
3. Please read all the signs before coming in.
4. Please allow us to check your temperature.
 - * Your Temperature will be checked with a No-Touch Thermometer upon arrival
5. Please wear a mask and keep it on during the entire service.
6. All Clients must complete New Informed Consent & Intake form by the time of appointment

Upon Entering

1. All clients should sanitize their hands upon entering the establishment.
2. Please maintain 6 feet physical distance
3. You will be directed to your session room immediately after payment
 - * Contactless Online Payment prior to your session is available upon request

During Your Session

1. Be aware of ALL signage for directions.
2. Place your basket and shoes under the table.
3. Clients must wear their mask at all times
4. Please let us know if you started to feel sick or uncomfortable at any time.

After Your Session

1. We do not serve any water. It is always a good idea to bring your personal bottled water to be extra cautious.
2. Please be safe and we hope to see you soon.