

CREATIVE WELLNESS PANDEMIC PROTOCOL

Protocol will be updated as necessary

Updated 1/20/21

CENTER

- Creative Wellness will open incrementally in compliance with the Executive Order of Michigan and follow recommendations from the Michigan Association of Chiropractors, American Massage Therapy Association, OSHA and the State of Michigan.
- The center has been deep cleaned and sanitized.
- All seating now has wipeable fabric or covering.
- Self-service water stations have been discontinued.
- HEPA-13 air purifiers will be used in rooms, furnace filters were changed to HEPA filters and windows will be opened between sessions when possible.
- Time has been added between appointments so sanitization can be conducted after each client including:
 - Treatment room door
 - Seat in which client sat
 - Counters
 - Door knobs/handles
 - Treatment table including face cradle and bolster if used
 - Lotion/oil bottles
 - Pens
 - Plexiglass barrier

CLIENTS

- If you or someone in your household is sick, you have been exposed to someone outside your household who is sick, or showing symptoms of COVID-19, stay home. If you cancel less than 24 hours prior to your appointment due to sickness, no fee will be charged.
- All clients will be screened before their appointment.
 - Have you had any signs or symptoms of COVID in the past week? Fever, chills, cough, fatigue, persistent headache?
 - Have you been in contact with known or suspected COVID within the last 7 days?
 - ****IF YOU HAVE ANY APPARENT SIGNS OF COVID IN THE NEXT 7 DAYS, PLEASE CALL US. ****
- All clients will be required to wear a face mask that fully covers the mouth and nose. We encourage you to bring your own, but if you don't have one, we will provide one for you.

- Only clients will be allowed in the center unless the client must be accompanied by a caregiver.
- Please wait in your car for your appointment. Our door will be locked while we sanitize between patients.
 - Call when you arrive.
 - Your practitioner will conduct a COVID-19 screening at your car window.
 - Temperature will be taken with a non-contact infrared thermometer.
- We will hold the door for you, decreasing your exposure to public surfaces.
- Once you enter the center, please use the provided hand sanitizer.
- You will be guided to the treatment room and instructed how to proceed with the session including where to place clothing.
- Please use the provided hand sanitizer before exiting the treatment room.
- We encourage contactless pay, please pay for your appointment when you book.
- If you would like an item from our shop, please ask us to get it for you.
- As we incrementally return to normal service hours, our hours may look different temporarily, but we are always just a phone call away. Please let us know if you need us to extend our hours for your care.

STAFF

- Staff working in the center will be limited until further notice.
- All staff will be required to wear face masks.
- Staff will practice social distancing while in the center with the exception that the distance between the client and massage therapist, chiropractor, or acupuncturist may be less than six feet.
- Staff will perform daily symptom assessment. Temperatures will be taken before each shift. Any staff exhibiting symptoms will be required to stay home.
- Staff will have shoes designated for work or will sanitize shoes before and after each shift.
- Staff will follow proper Pandemic Protocol.

PRACTITIONERS

- All practitioners must wear

- Face mask
- Eye protection
- Turn on the air purifier and keep it running until the end of shift.
- Directly before and after each client - hands must be washed thoroughly, up to the elbows, for at least 20 seconds.
- While patients/clients are prone, drape a pillowcase under the face cradle to contain the droplets which are commonly dispersed as patients can't easily wear a mask prone. If they choose to wear the mask face down, there is no need for a pillowcase cover.
- Before leaving the treatment room, remove gloves (if applicable), wash hands or apply a generous amount of hand sanitizer, and use a previously readied paper towel or disinfectant wipe to open and close the treatment room door while leaving the room.
- After each client sanitize
 - Door knobs/levers
 - Light switches
 - Seat in which client sat
 - Counters and windowsills
 - Massage or Chiro table including
 - Head rest
 - Face cradle
 - Vinyl pad
 - Bolsters
 - Cabinet knobs, Hot Cabi knobs
 - Stool
 - Hangers/back of door
 - Lotion/oil bottles
 - Massage tools
 - Eye protection
 - Dispose of single-use materials
 - All linens replaced after each client (no linen stacking)
 - Open windows (if applicable)
- To minimize the possibility of dispersing the virus through the air, do not shake dirty laundry.
- Remove all linens, blankets, towels, and face cradle covers; fold items in on themselves before putting in the laundry bin.
- Gloves may be worn when handling soiled laundry.
- Face masks should not be touched or adjusted unless the face covering has become soiled, damaged, or hard to breathe through and if so, a new face covering should be utilized.
- If using a shared computer, sanitize before and after each use
 - Monitor
 - Mouse
 - Keyboard
 - Desk

- Chair/chair arms
- The CDC recommends changing out of work clothes and work shoes into street clothes. Work clothes should be removed and contained for laundering, prior to entering the home environment. Staff will be provided a changing area so they are able to change into street clothes before leaving work.

FRONT DESK

- Beginning and end of each shift sanitize
 - Computers
 - Monitor
 - Mouse
 - Keyboard
 - Chairs and chair arms
 - Desks
 - Counters
 - Plexiglass barrier
 - Pens - Staff members use their own pen
 - Phones
 - Credit card machines
 - Wipe door knobs/levers
 - Light switches
 - Sanitizer bottles
- After each client sanitize
 - Door knobs/levers
 - Plexiglass barrier
 - Counters
 - Pens
 - Sanitizer pump
 - Folding table
 - Bathroom, if used
- Bathroom
 - Door knobs/levers
 - Faucets
 - Sink
 - Soap and paper towel levers
 - Toilet handle and lid
 - Toilet paper dispenser
- Properly dispose of used face mask if the client did not bring their own.
- Wash hands up to the elbows for at least 20 seconds
- End of day deep clean
 - Bathrooms

- Mop floor
- Walls around the toilet
- Doors should be left open overnight to allow ventilation
- Hallway walls
- Stairway handrails
- Vacuum the entire carpeted space (with mask on and when no people are in the space)