



Charles W. Wiltsie III, LMT  
Self-Certified

## Update November 11, 2020

Hi Everyone!

It has been a long year with lots of shutdowns, starts, restarts, and changes. It has been challenging and I hope you are all doing well and staying safe. That said, I am sorry for delays in scheduling. Beginning now and through January 15, 2021 I will not be taking any appointments. If you are a regular client and are already in the schedule, I will see you as usual. Below are also the continued guidelines required for an appointment. These guidelines will remain in place indefinitely. These guidelines and protocols are to ensure a safe environment for us all.

## GUIDELINES AND PROTOCOLS

1. **Symptoms:** If you are experiencing ANY symptoms of illness, including fever, headache, chills, cough, sneezing, (allergies will be included in prohibited conditions), digestive illness, are not feeling well or have been in contact with someone who is sick or has recently travelled (within the past 14 days), I ask that we reschedule your appointment. I will be sure to do the same.
2. **Immunocompromised:** If you or anyone in your family are immunocompromised, or you live with those in a vulnerable population, we should reschedule your appointment; it is not worth the risk.
3. **Waiver:** You (the client) will have to sign a COVID-19 Waiver when or before you come in for your appointment, indicating that while all precautionary measures are being taken you acknowledge the risk of receiving a massage and possible transmission.
4. **Temperature:** You will have your temperature taken upon arrival with a touchless, infrared thermometer. If you have a temperature of 100.4 degrees or higher, your appointment will be cancelled.
5. **Masks:** You must come into the building wearing a mask and must keep the mask on throughout your massage therapy session and the time you spend in the office. The only exception will be when you are face down on the massage table. Below your face cradle will be a washable barrier. As soon as you turn over on your back, the facemask must be reapplied. I will be wearing a mask throughout your session.
6. **Cleaning:** I have always maintained high cleaning standards but prior to all appointments I will be disinfecting every surface with a government approved cleaner/disinfectant. I will be wiping down all bottles, containers, pens & pencils in addition to all surfaces, faucets, door handles, toilet, shower etc. All linens are cleaned and sanitizing. All linens used will be used exclusively for one client and I must adhere to new and specific protocols in removing and storing soiled linens.



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7. **Hygiene/Hand Washing/Shower:** *In House Showers are no longer required before your massage session.* For both you and I there will be an ample hand sanitizer available. I will be washing my hands prior to beginning your massage the when completing your massage. It is also possible that I could be washing my hands during a massage session as well. I will also be changing into my lab coat between each massage session.
8. **My Schedule:** Due to the additional time required to clean and disinfect the office, changing my lab coat, sheets, disinfecting the massage table, cleaning goggles, etc., my schedule will be limited. For example, for each 60 to 90-minute massage session, I will need to budget an hour before each session and an hour after. The hour before is to allow you to shower and make your way to the massage table and the hour after is for cleaning and disinfecting. Please be patient with scheduling as these processes cannot be hurried.
9. **Changes:** There will be some things that are different in your massage experience. Some of these changes are:
  - a. **Pillows and Bolsters:** I will no longer be offering the use of pillows. They are too difficult to disinfect. I have however, purchase and wider, more comfortable massage table. I will continue using bolsters because they have covering that is easy to clean.
  - b. **Different Treatment Room Environment:** I have moved the massage area to the larger space allowing for better ventilation and filtering. I have just had special filters installed for the heating and air conditioning system that provide better air filtration.
  - c. **Face Massage:** For the time being I will not be massaging your face.
  - d. **Tipping:** I am grateful whenever you tip. If you tip with cash, you will have to put it in a tip jar. Yes, I will be washing the money.
  - e. **Prices:** As you are aware, I have always held my prices down. Going forward I will have to charge more for treatments because it is going to cost more to deliver quality services.
10. **Special Note:** It has been highly recommended , with all the new guidelines, that if you are over the age of 65, or in a vulnerable population; or live with someone in those categories, that you forgo massage therapy for now. This is not a requirement, but a strong suggestion from our governing board. Please take it into consideration. That being said, I fit into that group as well so you can rest assured that I am taking a safety precautions necessary should you decide to come in for an appointment.

I know this is a lot to digest but please understand that this is for both your safety and mine. I look forward to serving you again.

Charles Wiltsie, LMT