

# Our New COVID-19 Health and Safety Protocols



(Revised 07-4-20)



It is our duty, as your massage therapy practitioner (Nina's Tong Thai Spa), to offer you the highest standard of health and safety protocols and procedures during this current COVID-19 Pandemic. To accomplish that, we will diligently follow health protocols from the County of Los Angeles Department of Public Health and from guidance from the American Massage Therapy Association and from the Associated Bodywork and Massage Professionals organizations. . We will institute these safety steps starting with our gradual re-opening in early July.

## JUST BEFORE YOUR ENTER OUR SPA:

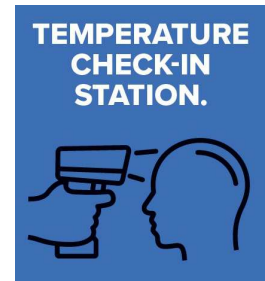
- All massage appointments must be reserved at least 24 hours before the intended time.
- We can no longer accept Walk-Ins (per the Los Angeles County Department of Public Health regulations). All customers MUST make an appointment /reservation ahead of time.
- Reservations must be made via our main Nina's Tong Thai Spa phone number: **818-501-3851**

- ☑ During this phone call, you will be asked a short series of five questions regarding your health (relative to COVID 19 symptoms, recent travel, etc) for a survey sheet you will see when you arrive at our spa on the day of your appointment.
- ☑ You will be asked to review your answers on the sheet, sign the form and present it to us before your massage starts.
- ☑ For maximum safety, we can only allow one customer/client (or couple) in the spa at a time. Additional family members or friends will not be able to join you inside, before, during or after your massage session. .
- ☑ We ask that you bring nothing other than the clothes you will be wearing for your massage into the spa with you (no large bags, containers, food or drinks).



- ☑ You must wear a face mask before you can enter the spa and during the course of the massage and when you exit. This is for both your safety and the safety of our staff. If you don't arrive with one, we will provide one for your use. The mask MUST stay on you the entire time during the massage. If it comes off, we must terminate the massage. It is truly the best safety measure that can be offered for everyone.
- ☑ If you arrive at our Center before your scheduled time, we ask that you wait in your car in our lot or outside in the Center until we phone or text you. You can enter when the previous client leaves.

- ☑ Before you enter the building, you will also have your temperature taken by one of our staff with a contactless, infrared thermometer focused on the skin temperature of your forehead. If your temperature exceeds 99.5F (which indicates a high fever) we will have to reschedule your massage until a day when your fever (or any other potential COVER-19 typical symptoms) disappears. This is usually at least 14 days later.



- ☑ You will also be given a dosage of hand sanitizer upon entering the spa. Please apply liberally and rub thoroughly onto both hands before you go into the massage room. We urge you to re-apply hand sanitizer when you are leaving the spa.

- ☑ The Los Angeles County Department of Public Health specifies that there should be no close (non-massage) contact between our staff and our clients. So, for now, no hugging, hand-shaking, high-fives or elbow slaps between yourself and our staff. The Thai Wai sign (see right) can be used between the client and our staff. It is a sign of deep respect.



**ABOUT SOCIAL DISTANCING:** We obviously can't maintain a 6' distance from you when we are providing your massage (unless we use a robot or employ someone with

VERY long arms). But we will do everything in our power to make sure that your massage therapist is the only one who will be near to you while you are in our spa. And even then, our goal is to keep a 6' social distancing standard between any people inside the spa.

### **DURING THE MASSAGE TIME:**

- ☑ Your massage will be our typical high quality, refreshing (in mind and body) experience.

The differences will be in your environment in the massage room:

- ☑ All rooms will be thoroughly washed and sanitized after each respective client (and before you enter the room), thoroughly wiping each touchable surface with hospital-grade, EPA-approved products like Lysol (or Clorox-type) sanitizing wipes and/or spray.



- ☑ You can be assured that all of the linens on your massage table have been thoroughly washed and sanitized before you arrive in the room.
- ☑ Our restroom will be completely cleaned and sanitized after each use by our clients and/or our staff.
- ☑ All massage table linens (sheets, pillow cases, etc) will be completely replaced and washed in

disinfectant, hot water and then replaced with new linens...before you arrive in the room.

- ☑ We are adding a minimum of 30 minutes between massage appointments, to provide plenty of time for the massage therapist to clean the room and prepare for her next appointment.
- ☑ The door to your room will remain open (not closed or locked), to provide you with the maximum ventilation of refreshed air and so it does not get too hot for you while wearing your mask.. You will still have privacy, since nobody (aside from your therapist and possibly one other therapist) will be in the spa during your treatment.
- ☑ Each massage room will have a stand-alone HEPA Air Filter with UVC air sanitizing, for increased health and safety precautions.



- ☑ Your Massage Therapist will be protectively wearing a face mask, a face shield and medical-grade hand gloves during your massage.

## **PAYMENTS:**

- ☑ Effective with our re-opening and thereafter, we will prefer to only accept credit cards or contact-less payments (i.e. Apple Pay, Google Pay) for massage services. This is because of the potential for spreading germs and virus elements via paper money. We will wipe-down (with alcohol) the screen of our credit card processing machine after each transaction with our client's signature. One exception: If you want to provide a cash tip for your massage therapist, we will leave a white, empty envelope in each massage room for that purpose.

### **How to Pay For Your Massage Session**



## **WHEN WE ARE OPEN (Days and Hours)**

- ☑ Because we are not able to accept Walk-Ins, we will be open only when we have booked appointments. That's why it's important that you call at least one day earlier to make a definite appointment with us. We are still making plans regarding which days and hours we will be open. It won't be every day, but most days. We expect to have a firmer schedule by early July 2020. It will be published on our website ([www.ninatongthaispa.com](http://www.ninatongthaispa.com)), our FaceBook page and on our Yelp page.

## **IN SUMMARY:**

*Yes, there are a lot of changes we've made in order to reassure you...and all of our customers and clients...that we are doing everything possible to ensure your health and safety while experiencing one of our Nina's Tong Thai Spa massage sessions that most of you know so well.*

*We are diligently trying to follow every protocol and procedure that is asked of us by the County of Los Angeles Department of Public Health, to protect you and our own staff from the health dangers of the Coronavirus.*

*We would not be able to re-open without strict adherence to the COLADPH's rules and regulations.*

*We also know that EVERYBODY is under so much mental stress these days and we know that a massage can help relieve that stress, so we want to offer our services to make you all feel better. That's our utmost desire.*

*Stay safe, stay well and we hope to see you soon.*

*Nina and our Entire Staff*