**The Relax Nation Updated Health Protocols**

**The Relax Nation client base includes members from all levels of health. Many have pre-existing conditions, while others do not.**

**Therefore, the following health protocols from The Relax Nation, Governor Abbotts’s office, and the Texas Department of Licensing and Regulation (TDLR) are in place to provide a safe, healthy, and relaxing environment for all clients and Massage Practitioners. Also, these offices may amend, modify, or add to these health protocols at any time.**

The following health protocols become standard procedure when we open beginning Wednesday, May 27, 2020.

**Before the session**

* The client **must bring their own and are required to wear a mask before entering the clinic**. It will not be removed until the Massage Practitioner informs that it is safe to do so. **If a client decides not to wear a mask, their admittance into the clinic will be denied, and their appointment canceled. If a client decides to remove the mask at any time other than when informed to do so will be asked to leave the clinic.**
* Before greeting the client in the reception area, the Massage Practitioner will be wearing a face mask, face shield, or a combination of both, and have thoroughly washed, dried, and applied waterless sanitizer onto their hands.
* **The client will receive the provided waterless hand sanitizer onto their hands**.
* Each client will have their temperature taken via a touchless thermometer. A client whose temperature results in 100 degrees or higher must reschedule their session to at least 14 days later.
* However, if the Massage Practitioner **has reason to believe or that you may be sick, the session must be canceled and rescheduled to at least 14 days later.**
* Each client must answer our *Covid-19 and Illness questionnaire*. **If the answer is *YES* to any of the questions, the client must reschedule their session to at least 14 days later**.
* If **“Before the session”** protocols check out, the Massage Practitioner and the client will enter the Massage Treatment Room.

**During the session**

* After the session consultation, the client may remove the mask when the Massage Practitioner leaves the room and closes the door.
* **Before the client lays on the treatment table, they are encouraged to use provided waterless hand sanitizer**.
* The client **does not need** to wear a mask while lying on the table in the prone (stomach) position.
* The Massage Practitioner will be wearing a face mask, face shield, or a combination of both, and have thoroughly washed, dried, and applied waterless sanitizer onto their hands.
* Before entering the Massage Treatment Room, the Massage Practitioner will knock and ask if the client is ready. If the client is ready, the Massage Practitioner will enter the Massage Treatment Room and begin the session.
* If it becomes necessary for the client to turn over, then a ‘clean’ mask is provided for them.
* The Massage Practitioner will place a ‘clean’ mask on the table and leave the room.
* The client will turn over and put the mask over their face ensuring the nose and mouth are covered. The client will replace the blanket.
* Before re-entering the Massage Treatment Room, the Massage Practitioner will knock and ask if the client is ready. If the client is ready, the Massage Practitioner will re-enter the Massage Treatment Room and resume the session.

**After the session**

* Before the end of the session, the **client is reminded to keep a mask on for the remainder of their time in the clinic**.
* **The client is encouraged to use provided waterless hand sanitizer**.
* The Massage Practitioner will be wearing a face mask, face shield, or a combination of both, and have thoroughly washed, dried, and applied waterless sanitizer onto their hands.

**Other important remarks**

* There is a block of 60 minutes between sessions to disinfect the clinic and the Massage Treatment Room thoroughly. Commercial grade anti-microbial disinfectants and UV virus detection used to kill viruses that include Covid-19.
* After each session, the blanket, sheets, cradle sheet, and towels are changed and bagged for cleaning.