



June 12, 2020

Greetings!

I am excited to announce that today, the governor of New York announced that massage therapy is finally able to reopen. I will begin seeing patients in the office on Monday, June 15, 2020.

Please note that there will be a decrease in appointment capacity due to restrictions mandated by the State. Increased process and protocol will be required in between patients. This will limit amount of clients that can be seen daily, which will impact appointment availability. I ask for your patience and understanding as we navigate through this reopening process.

The safety, protection, and comfort of patients is my #1 primary concern. Please be assured that I will maintain the highest standards of sanitation.

**For Your Safety, The Office Will Adhere To Strict Standards Of Universal Precautions:**

- HEALTH:
  - If you are sick, have a cough, shortness of breath, or fever - please DO NOT come to your appointment. Please call to cancel and reschedule.
- ENTRANCE TO BUILDING:
  - When you arrive, please wait in car and text 585-755-7246 that you have arrived.
  - Please wait for us to text or call you before entering the building.
  - Please submit a COVID 19 consent form upon arrival. [Attached for you to fill out in advance].
- PROTOCOL:
  - All patients must wear face mask when entering session, during session, and when leaving session.
  - All patients will be asked to clean their hands with hand sanitizer provided upon entering.
  - I will take your temperature by infrared. If a patient has a fever, treatment will need to be rescheduled.
  - Appointment times will be staggered to eliminate overflow in common areas.
- CLEANING:
  - All massage therapy tools will be disinfected.
  - Prompt disposal of all single-use items (e.g. sheets, towels, etc).
  - Chemical disinfectant of all patient contact surfaces between patient visits.
  - Please do not bring food or beverages into the office.

Please do not hesitate to contact the office with questions or concerns. I look forward to seeing you again.

Thank you,

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