

# Responsible RestartOhio

## Sectors Licensed by the State Medical Board of Ohio: Massage Therapy, Acupuncture, Cosmetic Therapy



### Mandatory

#### Employees

- **Ensure minimum of six feet between employees, if not possible, install barriers**
  - Social distancing will apply with exception that the distance between the client and employee may be less than six feet
- Businesses must allow all customers, patrons, visitors, contractors, vendors and similar individuals to use facial coverings, except for specifically documented legal, life, health or safety considerations and limited documented security considerations.
- Businesses must require all employees to wear facial coverings, except for one of the following reasons:
  - Facial coverings in the work setting are prohibited by law or regulation
  - Facial coverings are in violation of documented industry standards
  - Facial coverings are not advisable for health reasons
  - Facial coverings are in violation of the business' documented safety policies
  - Facial coverings are not required when the employee works alone in an assigned work area
  - There is a functional (practical) reason for an employee not to wear a facial covering in the workplace.

*(Businesses must provide written justification to local health officials, upon request, explaining why an employee is not required to wear a facial covering in the workplace. At minimum, facial coverings (masks) should be cloth/fabric and cover an individual's nose, mouth, and chin.)*

- Employees must perform daily symptom assessment\*
- Require employees to stay home if symptomatic
- Require regular hand washing by employees. Hands must be washed thoroughly, up to the elbows, using CDC guidelines for best practices
- Place hand sanitizers in high-contact locations
- Hand washing shall occur between each client; if appropriate, gloves should be used (this is NOT a replacement for hand washing)
- Employee must wear a gown, apron, or, lab coat if a procedure will allow the client's body to contact the employee's clothing; the gown or apron (or clothing if no gown or apron available) must be disposed or changed between massages
- Before leaving the treatment room, employees should remove gloves (if applicable), apply a generous amount of hand sanitizer per CDC application guidelines (at least 60% alcohol), and use a previously readied paper towel or disinfectant wipe to open and close the treatment room door while leaving the room
- Upon leaving the treatment room after a client, the employee shall immediately undergo handwashing protocol while the client dresses. Face covering 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
- Dispose of single-use materials between clients
- Maintain accurate appointment and walk-in records including date and time of service, name of client, and contact information to assist in contact tracing

### Recommended Best Practices

- Employers should provide training, educational materials, and reinforcement of proper sanitation
  - Training should include droplet and contact precautions
  - Training should emphasize hygiene practice: wash hands more frequently, avoid touching face, and practice good respiratory etiquette when coughing or sneezing
- Employees should wear eye protection, hair bands (if necessary), head covers, and shoe covers (or have a pair of shoes designated for work)
- Gowns, aprons, or lab coats should be knee length
- Clothing should be changed often or at the end of the day if disposable gowns, aprons or lab coats are used
- If facial coverings need to be adjusted, hands should be cleaned (using appropriate hand washing protocol) prior
- Gloves should be used for handling disinfectants per manufacturer's instructions

\*Per the CDC, symptoms include cough, shortness of breath or difficulty breathing, fever, chills, muscle pain, sore throat, and new loss of taste or smell.

## Mandatory

### Customers, Patients and Guests

- **Ensure minimum of six feet between clients**
  - Social distancing will apply with exception that the distance between the client and employee may be less than six feet
- Initiate doorway screening assessment\*
- Ask customers and guests not to enter if symptomatic
- Specify hours for at-risk populations (e.g., elderly)
- Place hand sanitizers in high-contact locations
- Stagger entry of clients and allow sufficient time for disinfection between patients, consistent with existing protocols, as recommended by the CDC
- Only clients will be allowed in the establishment for their service; unless client must be accompanied by a caregiver
- No walk-in clients; services must be by appointment only
- Only individual massages (i.e., no group or couple massages) are permitted
- Avoid shaking hands with clients or hugging
- Have the client wash and sanitize hands upon arrival or ask clients to use hand sanitizer (per CDC, at least 60% alcohol) before going to the treatment room and ensure that it is applied liberally and properly (similar to washing hands with soap and water method)

## Recommended Best Practices

- Consider having customers wear face coverings at all times. If the client is not wearing a face cover, offer one before beginning; if a client is unable to wear a face covering for health or comfort reasons, reschedule when restrictions are lifted
  - Prone positions may be dangerous or uncomfortable for some clients wearing face coverings. Alternatives could include draping the client's head and face cradle with a thin cotton pillowcase (cradle cover changed and cradle disinfected after each use)
  - When switching from prone to supine position, the client should put their face covering on before they turn over into the supine position
  - Noting the potential discomfort clients may have wearing a mask in prone position, consider using side-lying positioning to address the lateral and posterior aspects of the body
- Ask clients to wait outside in their vehicle or, if not possible, at the entrance of the business with at least six feet between clients until their scheduled appointment
- Consider an online health intake process. Have clients fill out their forms and return them before the appointment; use a pre-screening call to remind the client if forms have not been returned
- Clients should bring their own water
- Provide shoe covers to clients
- Give instruction on how to proceed with the session, including new direction on where to place clothing, the availability of hand sanitizer (per CDC, at least 60% alcohol) in the room, and the cleaning protocols utilized
- Facial massage—Confirm with the client that they are comfortable with the application of hands-on work to their face; working through their face covering as needed to address sinuses, muscles around the temporomandibular joints, or lymph nodes in this area (if doing lymphatic drainage work), consider using gloves for this part of the treatment. Or, prior to the session, include this type of massage among the work that will not be conducted
- Have clients pre-pay for the treatment or if credit card scanner used for payment, make sure to disinfect after each use

### Physical Spaces

- **Ensure minimum of six feet between clients**
  - Social distancing will apply with exception that the distance between the client and employee may be less than six feet
- For establishments providing retail services, all Responsible Restart retail guidance should be implemented and the stricter of the two guidelines followed
- Discard magazines and other non-essential items in the waiting area that cannot be disinfected
- Place hand sanitizer (per CDC, at least 60% alcohol) in all common areas
- Post social distancing signage
- Clean merchandise before stocking, if possible
- Establish maximum capacity
- Discontinue all self-service refreshments
- Discontinue client use of product testers; switch to employee-only product handling
- Disinfect all high touch surface areas (doors, counters, light switches, tools, and instruments) regularly (every hour in a clinic setting or after every client in a solo practitioner's office), using CDC recommended sanitizers and disinfectant\*\* protocol

- For cleaning hard (non-porous) surfaces: If surfaces are dirty, they should be cleaned using a detergent or soap and water prior to disinfection. For disinfection, use EPA-approved disinfectants for use against the virus that causes COVID-19. Follow the manufacturer's instructions for all cleaning and disinfection products for concentration, application method, and contact time, etc.
- For cleaning soft (porous) surfaces: For soft (porous) surfaces such as carpeted floor, rugs, and drapes, remove visible contamination if present and clean with appropriate cleaners indicated for use on these surfaces. After cleaning, if the items can be laundered, launder items in accordance with the manufacturer's instructions using the warmest appropriate water setting for the items, and then dry items completely. Otherwise, use products that are EPA-approved for COVID-19

\*Per the CDC, symptoms include cough, shortness of breath or difficulty breathing, fever, chills, muscle pain, sore throat, and new loss of taste or smell.

\*\* Use EPA-approved disinfectant from List N along with CDC guidance for cleaning and disinfection

## Physical Spaces cont.

### Mandatory

- Ensure thorough workstation/table, equipment, device, and surface disinfection, including oil or lotion dispensers, and all linens replaced after each client (no linen stacking)
- Conduct a daily deep cleaning and sanitation of all tools, including massage tables, using CDC and EPA approved cleaning and disinfectant methods
- Use products with nonpermeable barriers, such as vinyl mattress pad covers, to cover table and table warmers. Put similar non-permeable coverings on bolsters, face cradles, and pillows
- Products such as oils and lotions should be removed from the treatment room and the bottles sanitized with approved disinfectants between uses
- Pump bottles and oil/lotion holsters are prohibited
- Laundry:
  - Discard single-use items immediately after use
  - Any towel, cloth, or other item used to clean a spill of blood or bodily fluids shall be discarded by placing in double bags, or in a biohazard container
  - Laundry should be stored in covered, sanitized containers that are clearly delineated clean versus soiled
  - Use appropriate temperatures when washing and drying items to ensure sanitation (hot water for washing linens; ensure items are completely dried)
  - To minimize the possibility of dispersing virus through the air, do not shake dirty laundry
  - Remove all linens, blankets, and table setups; fold items in on themselves before putting in a closed bin or hamper
  - Gloves should be worn when handling soiled laundry

### Recommended Best Practices

- For cleaning electronics: For electronics such as tablets, touch screens, keyboards, remote controls, and ATM machines, remove visible contamination if present. Follow the manufacturer's instructions for all cleaning and disinfection products. Consider the use of wipeable covers for electronics. If no manufacturer guidance is available, consider the use of alcohol-based wipes or sprays containing at least 70% alcohol to disinfect touch screens. Dry surfaces thoroughly to avoid pooling of liquids
- Consider opening treatment room windows, if feasible. If using a high-efficiency particulate air (HEPA) purifier, make sure it is on before the client arrives
- Consider upgrading to touchless faucets, soap, hand sanitizer and paper towel dispensers
- Place a trash container near door; trash can should be lidded, and foot operated for opening
- Remove any products that do not belong in the restroom – nothing should be stored in a restroom; remove clutter from all areas and anything that cannot be wiped or cleaned
- Prohibit use of waiting areas and lounges; limit interaction in other common spaces; no congregating in break rooms or check-in areas
- Laundry bins or hampers should be disinfected daily
- Close once a week for deep cleaning

## Confirmed Cases

- Immediately isolate and seek medical care for any individual who develops symptoms while at work
- Contact the local health district about suspected cases or exposures
- Shutdown area for deep sanitation if possible
- Work with local health department to identify potentially infected or exposed individuals to help facilitate effective contact tracing/ notifications
- Once testing is readily available, test all suspected infections or exposures
- Following testing, contact local health department to initiate appropriate care and tracing

### Additional mandatory guidelines, subject to location:

Massage taking place in the following areas should follow the general guidance in conjunction with the guidance below, for the setting in which massage is taking place. The stricter guidance should always be followed. Best practices should be followed where applicable.

#### 1. Sports Settings, Classrooms or Clinics:

Follow the institution's procedures for maintaining social distance; pre-schedule appointments to allow for sanitation; schedule fewer therapists or obtain more rooms in order to space tables 8' apart to keep therapists and athletes/students 6' apart. Use disposable lubricant packets or wash and disinfect lubricant bottles between athletes. Pump bottles and oil/lotion holsters are prohibited. Establish maximum capacity.

#### 2. Massage Therapy in a Chiropractic Office, Medical Office:

If appointments are in 15-20 minute sessions, the therapist is risking much more exposure by working with 10-20 clients or patients per day rather than the four to six seen by a therapist offering 60 minute sessions. Since other health professionals do not use lubricant, the LMT must be careful to either sanitize the lubricant container or use disposable lubricant packages. Establish maximum capacity.

#### 3. Massage Therapy in a Hospital Setting:

Follow hospital guidelines for post-patient contact. Do not take anything from the patient or client room to the outside: all intake forms must be virtual, all lubricant packets must be disposable, gowns or aprons must be used for any procedure allowing the patient or client's body to contact the therapist's clothing.

#### 4. Going to the patient or client's location:

Going to the patient or client's location is prohibited unless the patient or client has their own linens. All lubricant packets must be disposable. The mask and gloves used in the session should be removed after leaving the home or office but before touching car or car keys. High-alcohol hand sanitizer should be available outside of the car and should be sanitized before putting it back in the car. The car seat should be sanitized after arriving home. The same clothes and shoes must not be worn to the next appointment. All other guidelines apply. All equipment and cases must be sanitized after leaving a treatment, before they are put in the car. Consider not using a case and using plastic bags for soiled personal linen.

#### 5. Salon or spa practice:

Follow massage therapy guidelines unless the salon or spa has stricter standards. Establish maximum capacity.

#### 6. Office building with shared entrance and bathrooms:

Speak to landlord and other tenants about the need to clean doorknobs, stair rails, elevators, bathrooms.

#### 7. Home office:

Limit clients to the massage office, not allowing them into the rest of the house. Go directly to handwashing upon leaving the treatment room. Have a space outside of the room that is easily sanitized for any record-keeping or handling money and sanitize it after each use. Remove throw rugs and area rugs from the entry and the treatment room. All other guidelines apply.