

COVID-19 SAFETY PLAN

COMPANY NAME: Be Fluid Bodywork
PLACE OF BUSINESS: 7000 Roosevelt Way NE
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BUSINESS OWNER: Patricia Hopper
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In response to the novel coronavirus disease (COVID-19) pandemic, Be Fluid Bodywork has developed a COVID-19 Safety Plan. The goal of the plan is to outline Be Fluid Bodywork's practices in light of the need to provide necessary healthcare services while minimizing risk of exposure, illness, and spread of disease for both clients and practitioner. The plan will be updated as information about the disease, national health standards and local regulatory standards evolve and change. It will also be updated as we use and refine the practices together.

Please read the safety plan. When you sign the consent form for our work together, you are agreeing that you have read, understood and consent to the practices outlined in the safety plan, and any subsequent updates occurring prior to future appointments.

If you have concerns about the safety plan or if you have questions, please ask!



Patricia Hopper, Owner
Be Fluid Bodywork

INTRODUCTION

Infection control guidance from the CDC reminds healthcare providers that COVID-19 is spread primarily through person-to-person contact. Infectious respiratory droplets, produced when someone with COVID-19 coughs, sneezes, or speaks, can land on the eyes, mouth, or nose of an uninfected person, or be inhaled by an uninfected person standing close by. Smaller droplets may hang in the air for a period of time, while heavier droplets fall to surfaces. Protocols that reduce the dispersal of respiratory droplets and the regular disinfection of surfaces in a massage workplace help reduce the spread of COVID-19.

Massage and Bodywork Guidelines for Practice with COVID-19 Considerations, FSMTB

This Safety Plan relies on a “multiple barrier approach” to reduce exposure and transmission of the COVID-19 virus. Simply put, people are safer when multiple barriers separate them from the virus. No one barrier is fail-safe, but together they reduce risk of disease transmission.

Generally, barriers include:

- **Personal health and hygiene** – Be aware and stay home if you are sick. Wash hands frequently. Avoid touching your face. Cancel your appointment if you have new symptoms.
- **Face Coverings** – Wear face coverings as recommended by Centers for Disease Control (CDC) and required by Washington State.
- **Safe physical distancing** – Be aware of yourself and others. Maintain 6 feet of separation outdoors and indoors.
- **Cleaning of workspace** – Frequent and thorough cleaning and disinfection.
- **Planning** – To maintain safe physical distancing and avoid accidental or avoidable close contact.
- **Pre-entry health screening** – A collective commitment to others in the building and office space.
- **Personal Protective Equipment (PPE)** – Available and worn by clients and practitioner.
- **Office policies and procedures** – Support and encourage implementation of multiple barriers between clients, practitioner and the virus. All clients visiting the office will be asked to understand and consent to receive massage and/or bodywork under the policies and practices described in the Safety Plan. Be Fluid Bodywork is actively updating and managing the plan as new information or updated guidelines become available.

Sources for the content of this safety plan include CDC guidelines for healthcare offices, Washington Department of Health’s “Return to Practice” checklist for non-urgent healthcare during the pandemic, and recommendations published by Washington State Massage Therapy Association, Federation of State Massage Therapy Boards and others. The Safety Plan is also informed by information available through news stories and journal articles related to how the novel coronavirus and COVID-19 spread.

SCHEDULING A SESSION

Only limited services are available at this time. The office will open on a limited basis and will increase services gradually as the presence of COVID-19 in King County decreases.

Each appointment has two parts:

1. 15-30 minute phone consultation for pre-appointment health screening and overall check-in regarding your health and any problem areas. For your first appointment with Be Fluid Bodywork/Patricia Hopper or if Patricia hasn't seen you for awhile, you may be asked to schedule 30 minutes for the initial phone consultation.
 - Schedule a "Phone Consultation" to occur within the 2-3 days (48-72 hours) leading up to your appointment. This telephone conversation is a required prerequisite for your in-office visit.
 - See "Wellness Screening for Therapist and Client" below for more details.
2. 30-40 minute in-office Bowenwork session to provide relief from persistent pain, stress and movement challenges.

Phone consultation and in-office session can be scheduled online through the Be Fluid Bodywork website or by contacting Patricia Hopper by phone, email or text message.

Be Fluid Bodywork is not providing traditional massage or in-person movement sessions at this time. In this first phase of re-opening, traditional massage is not offered due to the extended contact it requires to provide relief, use of lotions and/or creams, and potential for contraindications related to the potential for unseen, yet serious, symptoms that could be present in undiagnosed, asymptomatic or pre-symptomatic cases of COVID-19.

Bowenwork is extremely effective for both relaxation and pain relief. It has the added benefit of being highly effective through application of light touch, which is safer during a time when undiagnosed illness is more likely than during normal times. During Bowenwork sessions, the practitioner leaves the room frequently for short pauses. This reduces the amount of time practitioner and client are in close contact and the opening and closing of the door throughout the session may provide some additional ventilation. The client can remain clothed during Bowenwork sessions. Most importantly, Bowenwork is very effective for producing body-wide change in an abbreviated session format.

Visit befluidbodywork.com to schedule appointments and learn more about Bowenwork.

ARRIVING AT THE OFFICE

Only the client with the scheduled appointment may enter the building, with the option for one support person should it be essential to the client's well-being and care. Please notify Be Fluid Bodywork in advance should you need to bring a support person to your appointment.

The process for entering the building/office is as follows.

1. **Text or call Patricia Hopper to let her know that you have arrived.** Wait in your car or outside. The waiting room in the lobby is closed at this time. Text/call no more than 5 minutes before your scheduled appointment.
2. **Enter at the glass door on the east side of the building.** Patricia will take your call and/or return your text message and then meet you at the door. In the event that residents are coming and going while you wait, please allow for 6 feet of separation. We are in their home.
3. **Face covering required.** You must be wearing a mask to enter. If you do not have one, a blue disposable mask will be provided.*
4. **Step inside the lobby for temperature check.** Washington Department of Health requires an on-site contactless temperature check to verify that your temperature is below 100.4 degrees Fahrenheit.
5. **Wash your hands.** Patricia will direct you to the restroom to wash your hands prior to office entry.
6. **Enter the office.** There's a bit more "process" but you are so welcome. I'm excited to see you!
7. **Keep your mask on and use hand sanitizer as needed.** Please keep your mask on for the duration of your office visit. Do not pull down or remove the mask for coughing or sneezing. Should you need one, a clean disposable mask will be provided. Use hand sanitizer as needed, especially before and after touching your face and after any cough or sneeze.

* As per CDC guidelines for healthcare facilities: Patients and visitors should, ideally, wear their own cloth face covering upon arrival to and throughout their stay in the facility. More info about masks below under "Personal Protective Equipment."

SAFE PHYSICAL DISTANCING

Practitioner and client will maintain a 6-foot physical separation at all times unless close contact is required for assessment or hands-on bodywork. Out of respect for building residents, please also maintain a 6-foot physical separation from anyone you meet inside the building, or outdoors at building entry points.

At this time, face and jaw work is not being provided. Please note that effective relief for TMJ and facial discomfort can be achieved by addressing other areas of the body.

PERSONAL PROTECTIVE EQUIPMENT

Both practitioner and client will be wearing Personal Protective Equipment (PPE) throughout the session.

Client PPE:

- **Mask** throughout entire session. **REQUIRED**
 - If wearing a cloth mask, please select one with at least two layers of tightly woven cloth. No buffs or bandanas due to the loose weave of the fabric.
 - No medical exemptions to mask-wearing at this time. If you have a medical exemption that waives your masking requirements, now is not the best time for you to receive massage. Be Fluid Bodywork will revisit this issue when positive rates of COVID-19 in King County are at

much lower levels. If you are in this situation, please let Patricia know so she can contact you when and if rules relax.

- **Eye protection** when face up. **RECOMMENDED**, especially for work on neck, head and shoulders/arms.
 - You will be offered a pair of standard safety glasses (disinfected after every use) for the face-up portion of your session.

Practitioner PPE (REQUIRED):

- **Mask** throughout entire session,*
- **Eye protection** (goggles or face shield) throughout entire session,
- **Apron** throughout entire session,^x
- **Gloves**, as needed, if skin of practitioner or client is broken.

* As per CDC recommendations for Healthcare Providers (HCP): HCP should wear a facemask at all times while they are in the healthcare facility, including in breakrooms or other spaces where they might encounter other people. To reduce the number of times HCP must touch their face and potential risk for self-contamination, HCP should consider continuing to wear the same facemask (extended use). throughout their entire work shift, instead of intermittently switching back to their cloth face covering.

^x Practitioner dons a clean apron after post-session cleaning/disinfection and prior to dressing the table for the next client.

PAYING FOR A SESSION

Be Fluid Bodywork accepts cash, check or credit card payments on the day of service. Patricia is happy to run your credit card in the office, if you prefer. Or, you can select the contactless payment option that works best for you below.

If you wish to have a contactless payment transaction, select one of the following options:

- **CREDIT CARD ON FILE (Must be set up prior to office visit.)**
 1. Add a saved credit card to your client profile when you are scheduling your appointment, or ask Patricia to add your information on her end during the pre-appointment phone conversation.
 2. Tell Patricia that you are saving a credit card to your profile so she can send you a permission form to fill out and sign prior to your office visit.
 3. Complete the permission form and return it to Be Fluid Bodywork via email or postal service, or bring it to your next visit.
 4. At each appointment, Patricia will ask, "Would you like me to charge the card on file?" If the answer is yes, she will charge the card on file.

Note: This option is not available for HSA/FSA cards.

Be Fluid Bodywork's appointment system and in-office credit card app are provided by Square, a leader in online payments. Patricia selected this service because of their reputation for privacy protections and security.

More info: <https://squareup.com/help/us/en/article/5796-save-your-payment-card-with-a-square-seller>

- **CASH OR CHECK**
 1. Place exact change or pre-written check in envelope, including tip as desired, and bring it with you to the appointment.
 2. Hand envelope to Patricia after your session.
 3. Patricia will not have cash change in the office. Please avoid the need to count change or write your check in the office.
- **CONTACTLESS (NFC) PAYMENTS**
 1. Be Fluid Bodywork accepts the following contactless payment options: Apple Pay, Samsung Pay or Google Pay through a contactless “swipe” of your phone.
 2. Contactless (NFC) Credit Cards are also accepted.
- **FSA/HSA INVOICE**
 1. Ask Patricia to send you an email invoice online payment via Square with your FSA or HSA card.

WHEN IN DOUBT, CANCEL.

Because COVID-19 may be highly contagious even when you are symptom-free or mostly symptom-free, Patricia asks you to cancel should you have any question in your mind about body sensations or symptoms you might notice that make you wonder if you could be getting sick. She will do the same. It is hard to cancel when you’ve been looking forward to an appointment! Patricia encourages you to do it anyway. It’s much easier to reschedule an appointment than to deal with the inconvenience and possible illness associated with coming in close contact when we could be contagious.

During the pandemic, the \$65 late cancellation fee is waived if you:

- are ill,
- have any new occurrence of one or more of the pre-screening symptoms in the 3 days or 72 hours leading up to your in-person appointment,
- come into close contact with someone diagnosed with COVID-19,
- if you have been tested and are awaiting test results,
- or some similar circumstance related to illness and/or the pandemic.

The late cancellation fee remains in effect for appointments missed due to avoidable situations, such as:

- Any no-show that occurs without contacting Patricia in advance of your scheduled appointment time. (Patricia will always acknowledge receipt of your message. If you don’t hear from her after sending your cancellation message, assume she did not get your message and try again.)
- Avoidable scheduling conflicts that occur due to work or family obligations.

See “Wellness Screening for Therapist and Client” below for a list of symptoms that would mean it’s a good idea to cancel.

WELLNESS SCREENING FOR THERAPIST AND CLIENT

Now is a great time to have a self-monitoring process related to your own wellness. Self-monitoring helps you learn your body's usual levels for measurable things like body temperature. It also helps you make note of new or different body sensations or symptoms. The act of noticing and noting gives you more awareness of how long you've had symptoms so you can better determine when to cancel appointments or speak with your doctor, or when to chuckle and write it off to something ordinary like allergies.

THERAPIST WELLNESS SCREENING

Patricia's self-monitoring process looks like this:

- Take temperature often, especially before going to work or doing any planned contact with others (always physically-distanced, masked and outdoor, if possible).
- Check blood oxygen levels with a pulse oximeter periodically.
- Notice if she has a symptom from the wellness screening and make mental note of when that occurred and the severity of the symptom. If suspected symptoms seem present over a few days, she may note the dates, times, and severity on a piece of paper to have on hand should developments cause her to seek medical attention.

Patricia will cancel her appointment with you if she has new symptoms from the list below in the 3 days leading up to her appointment with you, even if she is pretty sure she's not getting sick. With high levels of COVID-19 in the community, this overabundance of caution is standard practice for keeping each other safe. This more relaxed approach to cancellations may require new flexibility on the part of the client and therapist when things don't go as planned.

CLIENT WELLNESS SCREENING

Do you have a self-monitoring routine? Patricia will be asking you about symptoms prior to every appointment. This wellness screening will happen during your pre-appointment phone consultation. It is highly recommended that you develop a regular self-monitoring process.

Patricia will ask you if you have had any of the following symptoms in the 72 hours leading up to your appointment:

- Chills or Shaking with Chills,
- Cough,
- Shortness of breath,
- Fever over 100.4 degrees Fahrenheit
- Sore throat,
- Fatigue,
- Muscle aches,
- Loss of smell/taste,
- Gastrointestinal symptoms (such as diarrhea or vomiting),
- Headache.

Any and all symptoms are important. Additionally, Patricia may screen for symptoms related to lesser-known COVID complications which may indicate contraindications for bodywork or massage, such as blood clots.

The pre-appointment screening will also include questions regarding any contact with COVID-positive people in the 14 days prior to your appointment and whether you have been asked to self-isolate or quarantine by your doctor.

PLEASE CANCEL YOUR APPOINTMENT IF HAVE ANY NEW OCCURRENCES OF SYMPTOMS FROM THE LIST IN THE 3 DAYS LEADING UP TO YOUR IN-OFFICE APPOINTMENT, even if don't think you are sick. With high levels of COVID-19 in the community, this overabundance of caution should be standard practice for keeping each other safe. This more relaxed approach to cancellations may require new flexibility on the part of both client and therapist.

CLEANING AND DISINFECTION

Changes to the physical environment at Be Fluid Bodywork make it easier to clean and disinfect. When you visit you will notice that the carpet, curtains, fabric upholstered furniture and other decorative items have been removed from the office to aid thorough and effective cleaning and disinfection. The furniture has been re-arranged for more effective physical separation and to make sure the items in high-touch areas can be treated with EPA-registered disinfectant. Additionally, where possible items such as trash cans, soap dispensers and towels have been replaced with touchless items.

DURING SESSION:

- Hand sanitizer available inside office (unscented, alcohol-based, containing at least 60% alcohol).
- Room ventilation in the form of a fan to move air and a HEPA-filter. (It should be noted that the novel coronavirus is too small to be filtered out by a typical HEPA-filter, but it is thought that a HEPA-filter could still be useful as it is possible that some virus particles could get caught in the filter.)

BETWEEN EACH SESSION:

- High-touch surfaces in the office, restroom and the east exterior doorway will be pre-cleaned and then disinfected between each session. High touch surfaces include door handles, tabletops, light switches, product bottles, faucets, massage table, chair, or any surface the practitioner or client might touch before, during, and after sessions (special attention to items in the immediate vicinity of the client).
- Low or no-scent household cleaning products such as soap and water, Seventh Generation wipes and Seventh Generation all-purpose cleaning spray will be used for pre-cleaning. Then an EPA-registered, hospital-grade disinfectant will be applied for the duration specified for COVID-19/coronavirus disinfection. (The disinfectant has a chemical smell, but no artificial fragrance.)
- Room will be ventilated by leaving the office door and east exterior door open during cleaning and disinfection, with the fan in the office doorway.
- Therapist will don gloves to handle used linens. All linens, including the light blanket, will be carefully removed from the table after each use (no shaking of linens) and placed in a lined, closed hard plastic laundry container in the office.
- After linen removal, cleaning and disinfection, therapist will carefully remove apron, gloves and thoroughly wash hands.
- Prior to dressing the table with fresh linens, the therapist will don a fresh apron and apply hand sanitizer immediately before handling the clean linens.

- As always, the therapist washes hands frequently before, during and after sessions.

AT THE END OF EACH DAY:

- Complete all “Between Each Session” tasks for the last session of the day, with the exclusion of dressing the table with fresh linens. (That will be done just prior to the next client on the day of their appointment.)
- Clean and disinfect floors in office and restroom. Clean and disinfect toilet bowl with appropriate household cleaner containing bleach. Clean and disinfect any low-touch surfaces in the office or public areas, as needed.
- Wash linens using detergent, hot water, BioKleen bleach substitute and a hot dryer.

MONITOR WASHINGTON STATE HEALTHCARE PHASES

Washington State has special phases for healthcare providers. Massage is licensed under Washington’s Department of Health, which makes Be Fluid Bodywork subject to these regulations. The phases include the Conventional Care Phase (as it was before the pandemic), Contingency Care Phase (urgent and non-urgent care with PPE and strict safety protocols) and a Crisis Care Phase (urgent care only).

We are currently in Contingency Care Phase. This phase allows for appropriate clinical care (both urgent and non-urgent) to be provided as long as sufficient access to PPE and appropriate safety protocols are in place.

WHAT IF THE THERAPIST IS EXPOSED TO COVID-19?

If Patricia finds out she had close contact* with someone who is suspected or confirmed to have COVID-19, she will:

- Self-isolate according to current CDC and/or State public health guidance (or until she receives a negative result on a COVID test).
- Cancel all appointments during the required isolation period following that exposure (or until she receives a negative result on a COVID test).
- Notify all clients seen since the date of suspected exposure of the possible close contact.
- Consult with her doctor and county public health department regarding the need for testing and the level of isolation and notification recommended.
- Comply with any health and notification recommendations issued by those medical professionals.
- Cooperate with contact tracing in the manner that most appropriately balances client privacy with disease control.

In the event that Patricia were to test positive for COVID-19, even with no known close contact, she will notify all clients seen in the 14 days prior to onset of symptoms of her status and comply with State and County guidelines for reporting and notification. She will also follow current CDC, Washington State and King County guidelines for self-isolation and returning to work after COVID-19.

*Close contact is defined as more than 15 minutes of exposure, less than 6’ separation, with no mask.

WHAT IF A CLIENT IS EXPOSED TO COVID-19?

If a client discovers they have had close contact with someone suspected or known to be positive for COVID-19 within 14 days of their last bodywork appointment, they will:

- Notify Patricia of the suspected close contact so she may seek guidance regarding her own options for self-isolation and/or testing and notify other clients, if necessary.
- Cancel that client's future appointments that may fall during their period of self-isolation or while they await for test results.
- Comply with doctor and public health department recommendations regarding self-isolation and notification of other close contacts. Cooperate with contact tracing, if needed.

In the event that you test positive for COVID-19 and were in close contact with Patricia when you were likely already carrying the disease, please notify Patricia and cooperate with the public health department and the contact tracing process. Patricia will very likely need to self-isolate and/or get tested as a result of her contact with you. The sooner you notify her of your status, the sooner she can temporarily close the office to stop contact with other clients until she is okayed to return to work.

WE GOT THIS!

The pandemic requires us to work collectively to support the health and safety of the community in extraordinary ways. With any contact outside your household, it is safest to act as if you, the person you are in contact with, or both, could be carrying COVID-19--*even if they are trusted friends and family*. It is a difficult thought, but it will aid you in deciding how to approach interactions with others. Your actions affect not just you and the therapist, but potentially the other clients who might visit as well. Canceling appointments at short notice and communicating openly about symptoms and suspected close contacts might feel awkward at first. Our new normal in 2020 and 2021 is to work together to support the collective recovery of our community. This includes consistently wearing masks, keeping a distance whenever possible and open communication about health topics we once considered private. Together, we can do this.