



Safer at Home

MESSAGE

COVID-19 REOPENING GUIDANCE

GOVERNOR'S ECONOMIC REOPENING TASKFORCE



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Safeguarding Guidance:

The intent of these recommendations is to reduce transmission of COVID-19 among practitioners and clients; support healthy business operations; and maintain a healthy work environment.

In addition to strict adherence to [U.S. Centers for Disease Control and Prevention \(CDC\)](#), [Equal Employment Opportunity Commission \(EEOC\)](#) and [Occupational Safety and Health Administration \(OSHA\)](#) guidance, and [US Food and Drug Administration \(FDA\)](#) the State of New Hampshire recommends policies and procedures to protect consumers and employees, including:

General Guidance to Protect Employees and Consumers:

1. Follow the [Universal Guidelines](#) for All New Hampshire Employers and Employees.
2. Review CDC [guidance for businesses and employers](#).
3. Review CDC [guidance for cleaning and disinfection](#).
4. All clients MUST wear a cloth face covering over the nose and mouth when within the facility. If the client does not have a cloth face covering, the practitioner will provide a mask to the client.. Refer to “business adaptations” below for alternative guideline when client is face down.
5. All staff MUST wear a cloth face covering over the nose and mouth at all times when within the facility, even when alone in client service areas (e.g. cleaning and disinfecting after services).
 - a. Cloth face masks/coverings should be worn and managed according to CDC guidance about [use of cloth face coverings](#).
 - b. Review also the NH DHHS information about [using cloth face coverings](#).
6. Staff and clients wearing face coverings must not touch their eyes, nose, mouth, or face, or adjust their face mask without first sanitizing hands. After touching face or adjusting mask, hands must be sanitized.
7. Alcohol-based hand sanitizer must be made readily available at the reception area and client service areas for frequent use by both staff and clients.
8. Clients must be informed of new policies and procedures and provided instructions on hand hygiene, cloth face covering use, social distancing, sanitation (cleaning and disinfection policies), and illness policies.
9. Require all staff to report any symptoms of COVID-19 or close contact to a person with COVID-19 to a supervisor. Staff and members should not be present in the facility if they feel sick
10. Staff and clients should be screened before each shift (for staff), and before the appointment (for clients) by asking if the individual:
 - a. Has any symptoms of COVID-19 (see [Universal Guidelines](#) for list of potential symptoms) or fever of 100.4 degrees F or higher.
 - b. Has had any close contact with someone who is suspected or confirmed to have COVID-19 in the past 10 days. (**NOTE:** Healthcare workers caring for



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- COVID-19 patients while wearing appropriate personal protective equipment should answer “no” to this question)
- c. Traveled in the past 10 days either:
 - i. Internationally (outside the U.S.),
 - ii. By cruise ship, or
 - iii. Domestically (within the U.S.) outside of New England.
11. Person(s) with any COVID-19 symptoms, those who report close contact with someone suspected or confirmed with COVID-19, or those reporting travel risk factors should **not** be allowed into the facility:
- a. Symptomatic persons should be instructed to contact their health care provider to be tested for COVID-19 and [self-isolate](#) at home following the instructions below.
 - b. Asymptomatic persons reporting close contact with someone suspected or confirmed with COVID-19, or who report one of the traveled-related risk factors should [self-quarantine](#) for 10 days from their last exposure or return from travel.
 - c. **NOTE:** Healthcare workers caring for COVID-19 patients while wearing appropriate personal protective equipment should answer “no” to this question
12. Person(s) with suspect or confirmed COVID-19 must stay home until symptom-based criteria are met for [discontinuation of isolation](#):
- a. At least 10 days have passed since symptoms first appeared
- AND**
- b. At least 3 days (72 hours) have passed since recovery (recovery is defined as resolution of fever off any fever reducing medications plus improvement in other symptoms)
13. Staff and clients should maintain a distance of at least 6 feet from others in the facility at all times except for when staff are performing massage or bodywork.

328-B:2 Definitions. –VI. "Massage" means the application of a system of structured touch which includes holding, pressure, positioning, or causing movement, by manual means, for the purpose of promoting, maintaining, and restoring the health and well-being of the client. Massage is designed to promote general relaxation, improve movement, relieve somatic and muscular pain or dysfunction, stress and muscle tension, and provide for general health enhancement, personal growth, and the organization, balance, and integration of the body.

328-B:2-a Scope of Practice. –

A massage therapist may do any of the following when performing massage, including, but not limited to:

- I. Use of heat and cold, hydrotherapy, heliotherapy, and external application of herbal or topical preparations not classified as prescription drugs.



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- II. Analysis of posture and movement.
- III. Provision of education in self-care and stress management.
- IV. Performance of techniques in which the massage therapist had been trained intended to affect the systems of the body.

328-H:3 Scope of Practice for Reflexologists, Structural Integrators, and Asian Bodywork Therapists. –

- I. Reflexologists practice the use of alternating pressure applied to the reflexes within the reflex maps of the body located on the feet, hands, and outer ears.
- II. Structural integrators restore postural balance and functional ease by systematically aligning and integrating the human body in gravity. Structural integrators work through manipulation of the connective tissue matrix, enhancement of the client's awareness, and education.
- III. Asian bodywork therapists treat the human body, mind, emotions, spirit, and energy field using traditional Asian techniques and treatment strategies for the purpose of promoting, maintaining, and restoring health. Asian bodywork therapists use methods of assessment and treatment based on the principles of Chinese medicine. Treatment may include, but is not limited to touching, pressing or holding the body along meridians and/or acupoints, application of heat or cold, stretching, external application of herbal or other topical preparations not classified as prescription drugs, and dietary or exercise suggestions.

Work-Flow Guidance:

1. Clients must be scheduled by appointment only either online or by phone. No walk-in appointments.
2. Practitioners will manage one client at a time per practitioner. Clients should wait in their car until the business alerts them to enter, or until the exact time of their appointment. For multi-practice offices or clinics, stagger appointments to avoid overlap of waiting clients. Allow ample time between appointments for cleaning and disinfection, and to avoid even brief interaction between clients (e.g. avoid clients passing each other as one leaves and another enters the facility).
3. All social distancing rules apply at all times. Waiting area should be closed and clients should enter the facility and be brought to the service area at the appointed time.
4. Remove any unnecessary clutter or items. Cover any cloth or fabric items with nonpermeable barriers that may come into client contact and would therefore need to be cleaned and disinfected.
5. Remove all product testers and samples.
6. No physical contact with clients that is not necessary to provide services (e.g. no shaking hands or hugging).
7. Create client signage informing about policies and procedures.



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8. Clients must receive pre-visit telephone consultation within 24 hours prior to their appointment to screen for symptoms of COVID-19, recent travel, or close contact to any person with suspected or confirmed COVID-19 in the prior 10 days. Standard screening questions are outlined above and in the [Universal Guidelines](#); screening must be documented in chart notes.
 - a. **NOTE:** Healthcare workers caring for COVID-19 patients while wearing appropriate personal protective equipment should answer “no” to this question
9. At the time of client presentation, client should sign an informed consent (which can be added to the Health Intake form) about risks of infection. Client should also re-attest that no new symptoms have developed and that no new travel or close contact to a person with COVID-19 has occurred in the interim since the pre-visit telephone screening.
 - a. **NOTE:** Healthcare workers caring for COVID-19 patients while wearing appropriate personal protective equipment should answer “no” to this question
10. Develop and implement a safety and cleaning/disinfection checklist, per guidelines, to be performed daily and in between clients.

Business Process Adaptations:

1. Online or by phone credit/debit card methods of payment are preferred.
2. For facilities that can treat multiple clients at once (by different staff), clients must be managed in separate areas with treatment tables set up in different rooms or at a least 6 feet or more apart so that each staff/client pair is always at least 6 feet from another staff/client pair.
3. Treatment table setup linens/bedding should be changed completely for each client. Use products with nonpermeable barriers to cover your table, table warmers, etc. (i.e. before placing linens on the table to facilitate cleaning and disinfection of the table when linens are removed and laundered). Put similar nonpermeable coverings on bolsters and pillows. Apply a ready-made face-cradle cover to your face cradle, and top it with a pillowcase, leaving a large hammock-type pocket underneath that could catch client aerosols when they are prone. Each client will receive a completely new table setup.
4. Consider opening treatment room windows if feasible and weather permits to increase ventilation.
5. Hands, forearms, elbows and any other body part used in the treatment of clients **MUST** be cleaned and sanitized before and after bodywork for each client.
6. Practitioners must have a fresh top or apron to change into for each separate massage/bodywork session.



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7. Clean and disinfect treatment room, treatment table, other used equipment, and common areas between each client. Cleaning and disinfection should follow CDC [guidance for cleaning and disinfecting your facility](#), including the following:
 - a. Use disposable gloves to clean and disinfect. Cleaning reduces the number of germs, dirt and impurities on a surface. Disinfecting kills germs on surfaces.
 - b. Use a hospital grade, [EPA-approved disinfectant](#) to disinfect anything the client came in contact with, including treatment table, face cradle, stool, bolsters, door knobs, side tables, chairs, etc.
 - c. 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.
 - d. Linens, Clothing, towels, and Other Items That Go in the Laundry: Clean and dirty linens will be stored in separate closed containers. Do not shake dirty laundry. Remove all linens, blankets, and table setups. Launder items using the warmest appropriate water setting for the items and dry items completely.
8. Repeat hand & arm washing protocol and reset the table and treatment space for each client after cleaning and disinfection.

