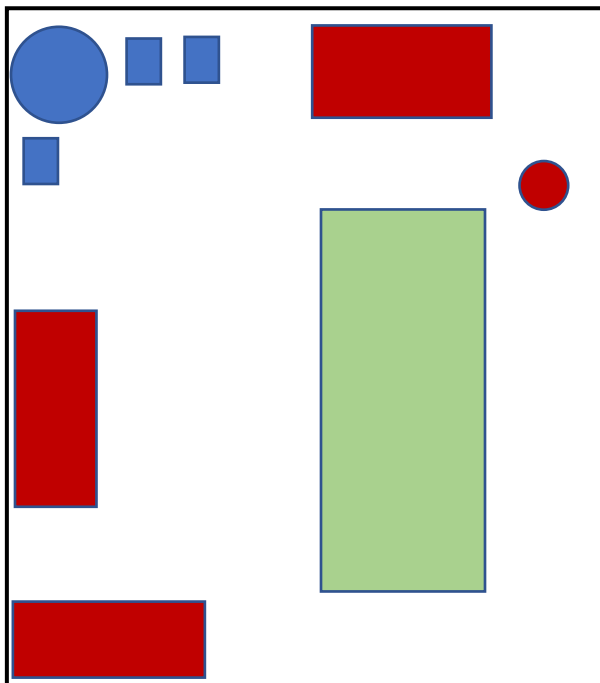


A Guide to Our New Normal in Susan's Practice – Keeping Each Other Safe and Healthy

New and revised policies and procedures:

- **You must respond to the COVID-19 screening questions** which will be sent to you the day before each appointment. These questions will come via an email requesting that you click to **update your intake form**. At the beginning of the form are COVID-19 questions. **Only check boxes if your answer is yes**. If nothing else has changed in your health history, skip to the very end of the form to review the waiver, then sign and add the current date.
- **24 hour advance notice** is required when cancelling or rescheduling an appointment. This allows the opportunity for someone else to schedule an appointment. **If you are unable to provide 24-hour advance notice, you will be charged the full amount of your appointment**. Susan certainly understands that emergencies arise - family, illness, weather, work, etc. **And of course, with the current COVID-19 concerns**, there is no penalty if you wake up with cold or flu symptoms and need to cancel on day of your appointment. If that should occur, just let Susan know as soon as possible and we will find a solution that works for both of us. If your cancellation/rescheduling becomes chronic, Susan reserves the right to require non-refundable payment in advance of service.
- **When you arrive**, please call/text to let Susan know you are here. Do not come to the door until instructed to do so. Susan may not respond immediately if she is in the middle of disinfecting the treatment room.
- **You and anyone accompanying you must always wear a face mask or covering** when in Susan's office, except when/if it needs to be removed for treatment. Please advise Susan in advance if anyone will be coming along with you. Contact Susan in advance with any questions or concerns about this policy.
- **On entering the building**, you will be screened for COVID-19 symptoms and asked to use hand sanitizer before being escorted to the treatment room.
- **Please bring bottled water** for hydration. Filtered water will be available on request. Please bring no food unless it is necessary.
- **Please bring a clean pair of socks** to put on to walk to and from the treatment table. Socks may be removed once you are on the table.
- **And then, relax and enjoy your session!**



The “You”, “Me”, and “We” Zones in Susan's Treatment Room:

- **YOU:** Table and chairs are for your use only. Please keep all your belongings here and off the floor if feasible. Susan will not sit here or touch anything here.
- **ME:** Desk, rolling stool, linen rack, and bookcase are for my use only. Susan will sit at her desk during consultations. Clients are asked not to touch anything here.
- **WE:** The massage table is the only area where you and Susan will make contact.