

Mitchell Diaz, LMT

New Protocols for In-Office Appointments

1. My daily appointment schedule (Thurs, Fri, Sat, Sun, Mon) will be limited to 4-hours of client appointments per day. As before, all appointments must be made in advance. Same day appointments via online booking will now display all available times starting 3-hours into the future and up to 90 days out.
2. Per Miami-Dade County ordinance, a mask or face covering is required to enter all public buildings. As I greet you at the door and throughout our interaction, I will be wearing either a disposable surgical mask or a washable cloth mask during the session. Due to shortages in PPE, I will not be able to supply you with a disposable mask. You may choose to remove your mask during the time of your massage spent in the prone (face down) position.
3. Within 24-hours prior to your appointment, please go over this checklist:
 - a. Have you had a fever in the last 24 hours of 100°F or above?
 - b. Do you now, or have you recently had, any respiratory or flu symptoms, sore throat, or shortness of breath?
 - c. Have you been in contact with anyone in the last 14 days who has been diagnosed with COVID-19 or has coronavirus-type symptoms?

If yes on any please call or text to reschedule your appointment. My cancellation policy will remain suspended indefinitely at this time and so there will be no penalty. I will be following the same steps above and will notify clients should I come down with symptoms. Also, if either of us should test positive for or experience COVID-19 like symptoms within a 14 day period of our last interaction, each party should agree to notify the other. Lastly, I will have a no-contact thermometer available at the office to take your temperature if you like. This is totally voluntary. It is only an assessment tool and not meant to infer any type of diagnosis and I will not record the temperature reading.

4. The time that separates each appointment will now be expanded to 30-minutes to ensure that there is enough time to clean and disinfect all massage equipment used and surfaces that were touched by the therapist or the client. The extra time will also ensure that social distancing guidelines can be practiced. As regular clients are already aware, I do not have a waiting room and so the next client usually would wait for a few minutes out in the hallway. The extra time buffer is meant to prevent this. If you prefer to wait in your car until I am ready to receive you just let me know by either making a note during the online booking process, or tell me when you call/text for your appointment. When the room is ready, I will then call or text you to let you know that I am ready.
5. I will wear disposable non-latex gloves to apply massage techniques for each session. This practice is not all that uncommon as from time to time we massage therapists suffer from dry hands or cuts on our fingers or hands and will wear a glove for our protection.

6. Though I will be wearing the mask throughout the session, massage treatment protocols may be altered in such a way so that I can avoid breathing directly over your head and shoulder region. This may entail working from a different angle or simply turning my head slightly to one side while a client is lying face up for massage work on the neck, shoulder, and chest region.
7. I have decided, for the foreseeable future, to hold off on applying intra-oral massage techniques - i.e. massage of muscles applied from inside the mouth until best practices can be established in light of this pandemic and/or until it passes. Additionally, I will not apply massage techniques to your hands, scalp, or facial muscles unless you request it.
8. Hand sanitizer will be available at the office for your use as well as facial tissue and/or paper towels (this has always been the case).
9. Lastly, after thinking through the sort of everyday experience in a massage treatment room, I wanted to leave each client with some options that are available for you to use if you so choose. Let me emphasize that this should not be construed as requirements or my preference but rather, my acknowledgement of what your preferences might be. So, please feel welcome to do any of the following for your appointment if you find it appropriate and preferable at this time to...
 - a. Bring your own set of draping sheets or towels (2 sheet/towels - one covers the table & the other covers you)
 - b. Bring your own massage oil or lotion for your appointment. Please note these products are specially formulated for massage therapy to provide consistent friction free glide for tissue manipulation. Regular store bought lotions will be absorbed too quickly. If you are not sure about the product you already have or would like guidance on what to purchase, call or email me.
 - c. Special cushions - i.e. for head support, bolstering the knees while you lay on your back, etc.
 - d. If I left something out just let me know. I want to do everything reasonable to accommodate you.

Cleaning the massage treatment room and equipment

Wiping down the massage table, vinyl cushions, massage pressure tools, and other pieces of equipment that are used during a session has always been standard operating practice. This of course includes therapist hygiene of washing hands, forearms, and elbows after each session. Massage sheet and towel drapes are used once for a client session then washed with warm water and a mild detergent. Cleaning the office (i.e. dusting, sweeping, and mopping the floor) pre COVID-19 was a task that was typically done once every week. I have decided to increase the dusting to at minimum 2 days each week and the floor will now be swept and mopped using a disinfecting cleaner before the start of each day. Commonly touched surfaces that will also be wiped down include the door handles (inside and outside), the bathroom keys, the coat hanger, the small area fan and space heater. Building maintenance removes trash from each office on a daily basis.