

Naturophoria's Response & Implementation – COVID-19 6/1/21

Naturophoria has always held high regard for professional ethics and sanitation procedures. We are committed to providing you with our uncompromising service and will continue implementing the following for all in service and consulting appointments even though many individuals have received COVID vaccinations. We will continue to monitor COVID updates from the CDC and public health policies and will make revisions as conditions to continue to improve.

APPOINTMENT BOOKING, ARRIVALS, AND PRODUCT PURCHASES:

1. Our internal office door will be locked at all times – Appointments are always required.
2. All clients will be **required to wear a protective face mask** to enter the office for their appointment, while in the waiting room, rest room and until their service. (the mask of course will be removed during the facial service) and put back on after the service. This includes product pickups.
3. Please, no walk -in services or drop by product pick up's -- all clients will need to schedule appointments for product pick-up's in advance.
4. Additional visitors or guests will be required to wear a face mask and be seated in our outer waiting room.
5. For safety - Children are not permitted under any circumstances. Please make arrangements for your children before your appointment.
6. When you arrive in the parking lot for your appointment, please text us to let us know you are here – we will text you back when we are ready to receive you in the office and ensure that the client before you has left the office and we have performed appropriate disinfection.
7. **IMPORTANT:** All clients are required to complete a COVID-19 Digital Client Form *before each visit*. The form is a PDF document and will be electronically emailed or texted to you when we confirm your appointment. We **MUST** receive this form completed by you **BEFORE** you come for your appointment. This is a directive from our insurance company.

8. Anyone entering our office will have a **temperature check** as they enter the office. If a temperature is detected, we will not be able to perform the service or consultation.

9. **Our current schedule availability : Tuesdays, Wednesdays, Saturdays, and Sunday for in service appointments.** This is to reduce foot traffic into the office and treatment rooms, and to comply with COVID-19 procedures to completely disinfect the office common area, rest room, treatment rooms and equipment between each and every client.

We appreciate your cooperation and understanding.

OFFICE AND TREATMENT ROOM

1. Clients must wash their hands as soon as they enter the office and **before** they may be serviced. Hand sanitizer is always available at the front desk and the rest room.

2. Microcurrent, LED, RF, dermaplaning, enzymes and peels will be available. We have discontinued arm, hand and shoulder massage at this time. We will be using disposable cotton & bamboo fiber towels instead of traditional linens.

3. How do we look? We will be wearing an N95 or similar issue face mask, eye goggles, or other PPE at all times.

4. We will be disinfecting the treatment rooms and contact surfaces with EPA disinfectants and cleaners, pure alcohol, UV sterilization, and UVC air purification. All contact surfaces – door handles, bathroom, sinks and all esthetic equipment will be disinfected ***every hour*** with EPA approved disinfectants.

5. Unfortunately, we will not be able to provide you with our usual luxury touches during services that included microfiber and organic cotton linens, and towels. We will be using disposable items at all times and will have a small blanket available for your comfort.

Please let us know if you have any questions or concerns – We so appreciate your all of your support, cooperation and patronage!

Dr. Erin Madigan-Fleck NMD