

# Naturophoria – Holistic Skin Care & Wellness

## Response & Implementation – COVID-19

Naturophoria has always held high regard for professional ethics and sanitation procedures. In observance of this unprecedented global health event, we will be adding additional non-negotiable directives and procedures set forth by the State of Georgia regarding public safety. We are committed to providing you with our uncompromising service and will be implementing these guidelines immediately for all in service and consulting appointments.

### APPOINTMENT BOOKING, ARRIVALS, AND PRODUCT PURCHASES:

1. Our 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 at least 2 days in advance.
4. Additional visitors or guests will not be able to accompany you to your appointment. If someone does accompany you, they will need to wait outside or in your car and not in the office. We are admitting only one person in the office at a time.
5. Children are not permitted under any circumstances. Please make arrangements for your children before your appointment whether you are just picking up products or having a service.
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 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. We request that you do not bring extra items into the office- this includes food, snacks, coffee cups and water bottles. Please limit your personal items to your phone and purse or wallet. You may place these items in a plastic bag if you like.
10. We have discontinued serving tea and coffee. Water is available by dispensary.
11. We will be limiting our schedule for appointments at this time to: Saturdays, Sundays and Wednesdays 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.
12. We will be implementing contactless checkout procedures and will email an invoice to you from our computer to your cell phone – you may pay the Square invoice directly from your cell phone while you are in the office before you leave.
13. We are sorry, but we cannot accept product refunds, returns or exchanges at this time, and special - order retail items must be pre -paid before we place the order.
14. Please note that due to COVID-19 safety parameters, we have had to incur the additional expense of non -traditional supplies, including substantial amount of disposable PPE (personal protective equipment) as well as additional EPA disinfectants and cleaning supplies. This has necessitated a nominal price increase in services.

We appreciate your understanding.

## OFFICE AND TREATMENT ROOM

1. Clients must wash their hands as soon as they enter the office and **before** they may be serviced. We may supply gloves to you if you request them and hand sanitizer is always available at the front desk.
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, full face shield, isolation jacket and 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.
6. We have removed the small mini infrared BioMat from the facial bed – and now have a full size BioMat available for ½ hour sessions. Please let us know if you would like more information about this service and would like to include that at your appointment time.
7. Paying for your service or products: There will be “no contact” charge card transactions- We will send you an invoice from our computer – directly to your phone while you are in the office. You will be able to pay the Square invoice from your phone as you are in the office.

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