

Dearest Clients,

I know many of you are feeling overwhelmed and afraid. While we are in a time that I do believe needs to be taken very seriously, we do not need to feel scared. Please remember, you are well resourced. This too will pass. Practice common sense first. Be mindful of what you are consuming. Nourish your body with good food, connect how you are able to with loved ones and choose your consumption of information and news wisely. And please wash your hands. :)

At this time, we are planning on keeping the medical spa open, with some reduction in our hours. As you are aware, we are a small spa and the flow of people is always well managed so as to feel calm, however, we are further limiting the number of therapists available per shift so the spa will have fewer people in it at one time.

We already have daily cleaning practices in place and we are increasing our cleanliness practices and adhering to CDC guidelines. To help ease any concerns, I have listed some of the practices below for you.

Please also know that as a very small business, your continued support is critical for the livelihood of our staff and keeping our doors open. We are here to support you and ease your stress and worry in this challenging time.

*Much love,
Serena*

Protocol for Corona Virus at Island Lotus Health

- Upon arrival, all staff are required to immediately wash their hands before touching anything in the spa.
- Upon arrival, your therapist will greet you and politely ask you to wash your hands in the bathroom.
- Therapists clean all surfaces in treatment rooms between each client with a CDC recommended surface cleaner, including the massage table, immediate floor area and benches, tables and light switches.
- Our linens are washed in hot water with an extra rinse cycle
- All common area surfaces in the spa will now be cleaned three times a day with a CDC recommended surface cleaner. This includes tables and chairs in our Lobby, door handles, taps and flusher levers in the bathrooms, along with our point of sale area.
- Treatment room trash cans will be emptied after every client so there are no used tissues left lying around.
- Point of Sale system wiped down daily. We will wipe the pen you use to sign your receipts and intake forms before every client.
- We will be switching to paper cups for our tea and water.
- Please stay home if you are not feeling well.
- Staff are required to stay home if they are not feeling well.
- Additionally, we kindly ask you do not come into the Medical Spa if you have traveled in the fourteen days preceding your reservation.