

# SANITARY STANDARDS PROTOCOL

## FOR MASSAGE THERAPY

The CNESST's [Guide to Sanitary Standards in the Workplace](#) must be read and applied, as well as its [Guide to Sanitary Standards for the Workplace in the Therapeutic Care Sector-COVID-19](#). However, some specific recommendations for massage therapy are necessary in order for everyone to have a safe and healthy workplace.

### HYGIENIC MEASURES

- ✿ The massage therapist must make sure that the massage room, the waiting room and the bathroom are disinfected with an **approved virucidal** and bactericidal disinfectant;
- ✿ The mask or face cover must be worn by the client receiving treatment, except for the duration of the treatment which requires its removal;
- ✿ The massage therapist must wear a procedural mask at all times;
- ✿ It is not necessary to change the procedural mask between each client. The mask must be changed if it is dirty, wet, if it becomes difficult to breathe properly or after a period of 4 hours. The massage therapist must remove their mask by handling the elastics and without touching the paper and must wash their hands, forearms and elbows with soap and water for at least 20 seconds or disinfect them with a hydroalcoholic solution; (**How to put on and remove a mask**). Throw the mask away;
- ✿ The massage therapist must wear eye protection, protective glasses or a visor covering the face down to the chin, during the massage. During maneuvers close to the face, it is strongly recommended to favor the use of the visor;
- ✿ It is recommended to change the protective wear between each client, however this measure is not compulsory;
- ✿ The massage therapist must not wear loose clothing or jewelry. They must tie their hair back if necessary, and have impeccable personal hygiene;
- ✿ Do not leave magazines, books, newspapers or promotional flyers on tables or in the massage room;
- ✿ Have enough hydroalcoholic hand solution (60% or more) in inventory and place it at the reception, in the bathroom and in each massage room;
- ✿ Encourage contactless payment;
- ✿ Promote **respiratory etiquette**;
- ✿ Make sure that the client **washes or disinfects their hands** immediately upon arrival;
- ✿ Disinfect the bathroom at the middle and at the end of the day, as well as between each use. Clean the doorknob, the flush handle, the faucets, and the toilet seat;
- ✿ It is encouraged to have a water dispenser with paper cups;
- ✿ Ensure that all the equipment used can be disinfected or washed between each client;
- ✿ Make sure that all complementary massage equipment or accessories are stored or covered, and not in the open air;
- ✿ Helpful info sheets
  - [Daily Verifications List](#)
  - [Environmental Health](#)
  - [Respiratory Etiquette and Hygiene](#)
  - [Physical Distancing in the Workplace](#)
  - [Workplace Reopening](#)
  - [Measures Implemented by the Employers](#)
  - [Workplace Exclusion \(Worker Isolation\)](#)
  - [Psychosocial Risks Related to Work](#)

### DISTANCING MEASURES

- ✿ Allow for anywhere between 15 to 30 minutes between clients in order to properly disinfect and air out the room;
- ✿ Leave at least 6 feet (2 meters) between chairs in the waiting room.



### BOOKING AN APPOINTMENT

- ✿ Make sure that the client doesn't have any symptoms associated with COVID-19 (runny nose, cough, fever, headache, sore throat, breathing issues, loss of smell or taste);
- ✿ Permit the presence of a chaperone only in the situations where it is required;
- ✿ It is suggested that you delay the massage if your client is in an at-risk category (over 70, immunodeficient or immunosuppressed, chronically ill, or a pregnant woman);
- ✿ If your client works in healthcare or has been in contact with a confirmed or probable case of COVID-19 in the last 14 days, you may receive them if your client was wearing personal protective equipment at the time, otherwise, you may not;

### ARRIVAL

- ✿ The massage therapist must instill trust in his or her client when they arrive and tell them about the preventative measures to be followed:
  - Wash hands for at least 20 seconds or use a hydroalcoholic hand solution (60% or more) to disinfect them;
  - The mask or face cover must be worn by the client receiving treatment, except for the duration of the treatment which requires its removal;
  - It is recommended to wear shoe covers or washable slippers;
  - Cover their mouth and nose when coughing (crook of the elbow, upper arm or a disposable tissue);
  - Do not open doors except for the washroom door and do not touch light switches;
  - As a precaution, the massage therapist should make a sign to hang above the light switches;
  - A client who comes back from the washroom must disinfect their hands in the massage room.

- ✿ Lead the client directly to the massage room;

- ✿ Make sure the client places their clothing, jewelry, handbags, etc. in a designated place or on a designated surface that can be easily disinfected (coat rack, chair, hook with a hanger, platter, bag, shelf, etc.).

### BEFORE THE MASSAGE

- ✿ The massage therapist must wear a procedural mask;
- ✿ The massage therapist must wear eye protection, protective glasses or a visor covering the face down to the chin, during the massage. During maneuvers close to the face, it is strongly recommended to favor the use of the visor;
- ✿ If possible, air out the treatment room by opening a window to the outside. In the absence of a window, the disinfection of the surfaces is sufficient. The airing out of the treatment room does not replace the disinfection of surfaces.



## ➤➤➤ AFTER THE MASSAGE

- ✿ The client must wash their hands with water and soap for at least 20 seconds or disinfect them with a hydroalcoholic hand solution (60% or more)
- ✿ Clean and disinfect the visor or safety glasses;
- ✿ It is recommended to change the protective wear between each client, however this measure is not compulsory;
- ✿ All the equipment in the massage room must be disinfected with an approved viricidal and bactericidal disinfectant (see Hygienic Measures):
  - Massage table
  - Head and face rest
  - Massage chair
  - Steps, hook and hanger
  - Washable chair used by the client
  - All complementary accessories used (warm stones, suction cups, massagers, bolster pillows, cushions, oil cases and bottles, etc.). (Lotion/oil cases are not recommended unless they are changed between clients).
- ✿ Sheets and towels are placed in sealed bags and taken out of the room to be washed in hot soapy water.

## ➤➤➤ PAYMENT

- ✿ Encourage contactless payment using cards, cellphones, or virtual wallets preferably using fixed terminals, which do not need to be manipulated.
- ✿ Keep the payment terminals clean. Ideally, they should be disinfected several times a day, especially if the terminal is visibly dirty. Make sure the disinfectant you use is compatible with the terminal, according to the supplier's instructions.

## ➤➤➤ CLIENT'S DEPARTURE

- ✿ Open the massage room and exit doors for the client when they are ready to leave;
- ✿ Make sure you disinfect the chair the client used in the waiting room, as well as the hanger, the water dispenser, the terminal, pencils, etc. (a checklist might help)
- ✿ At the end of your shift, if possible, remove the work clothes, including the protective wear and place them in a bag for washing, otherwise, remove the work clothes as soon as you arrive home. Wash the clothes worn at work after each day.

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### NOTE July 31, 2020

The information presented above is based on information available at the time these recommendations were written. Since the situation and our knowledge of the SARS- CoV-2 (COVID-19) virus are rapidly evolving, the recommendations present in this document are subject to modifications.