

# SANITARY STANDARDS PROTOCOL FOR MASSAGE THERAPY

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

## HYGENIC 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 massage therapist and the client must both wear a procedure mask at all times;
- ✿ The massage therapist must wear ocular protection, safety glasses, or a visor that goes to the chin, during the massage;
- ✿ The massage therapist must wear a protective blouse, a uniform, or a short sleeved lab coat and change it between clients;
- ✿ 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;
- ✿ Make sure that all materials are washable (no heated blankets or mattress covers, nor covers that cannot be washed);
- ✿ 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 \(for employers\)](#)
  - [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 difficulties, 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 pregnant woman);
- ✿ If your client works in healthcare or has been in contact with a confirmed or probable case of COVID-19 for less than 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 preventative measures
  - wash hands for at least 20 seconds or use a hydroalcoholic hand solution (60% or more) to disinfect them
  - Must wear a procedural mask (recommended by INSPQ)
  - It is recommended to wear shoe covers or washable slippers
  - Cover your mouth and nose when coughing. Use the crook of your elbow, your upper arm or a disposable tissue
  - Only open the bathroom 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 bathroom 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, tub, bag, shelf, etc.)

## 》》》》 BEFORE THE MASSAGE

- ✿ The massage therapist must wear a procedure mask
- ✿ The massage therapist must wear ocular protection, safety glasses, or a visor that goes to the chin during the massage
- ✿ A protective blouse is essential
- ✿ The room should be aired out for 15 minutes between clients either by opening a door or window, or using an air exchanger
- ✿ During massage maneuvers that go in the respiratory zone, the massage therapist must wear a procedural mask (recommended by the INSPQ) and a visor



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## »»»» 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)
- ✿ 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; ([see How to put on and remove a mask](#))
- ✿ Throw away the mask
- ✿ Clean and disinfect the visor or safety glasses
- ✿ Change your protective blouse, uniform, or lab coat and put it in a laundry bag, or throw away a one-use blouse
- ✿ All the equipment in the massage room must be disinfected with an approved virucidal and bactericidal disinfectant (see Hygienic Measures):
  - Massage table
  - Head and face rest
  - Massage chair
  - Steps, hooks and hangers
  - Washable chair used by the client
  - All complementary accessories used (warm stones, suction cups, massagers, bolster pillow, 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 contact less payment using cards, cellphones, or virtual wallets preferably using fixed terminals
- ✿ Keep the pay terminals clean. Ideally, they should be disinfected several times a day, especially if the terminal is dirty. Make sure the disinfectant you use is compatible with the terminal, according to the supplier's instructions.

## »»»» WHEN THE CLIENT LEAVES

- ✿ The therapist must open the doors to the massage room and the exit 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)

### NOTE May 21, 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.