

# Crossings

## Healing & Wellness

Welcome!

Crossings has prepared our office to be able to see you in the safest manner possible. We want you to know that your safety remains our highest priority and we continue to monitor all of the most recent recommendations in order to keep everyone safe during this challenging time.

As we have mentioned in our recent e-mails, some of our protocols will be changing in light of our current circumstances and we want to share them with you again today so that you will know what to expect when you come in for an appointment:

When you make your appointment specific COVID-19 screening questions will be repeated with your confirmation and your reminder notifications. When you arrive for your appointment, you will be asked these same questions. Please call to postpone your appointment if you are having any symptoms of COVID: including, but not limited to, a cough, fever, and/or loss of taste/smell. Please be advised that if you arrive for your appointment and are determined not to meet all the criteria indicated for safe treatment in our office, you will be required to leave and reschedule for some future time when you are better able to satisfy all the safety requirements.

Please do arrive on time BUT NOT EARLY as we must maintain social distancing in the office. We request that you come to our office alone to help us maintain social distancing protocols.

We will not have a cancellation policy in place for some time. This is to allow you to make the safest choice for yourself and others on the day of your appointment.

When you arrive you must wear a mask to enter both the building and our office. We will not be able to see you without a mask. You will also notice that only two people are allowed per elevator ride.

We have installed new plexiglass screens at the reception desk to protect both you and our reception staff. When you enter the office, you will see a pump bottle of alcohol spray on the countertop. Please use the alcohol spray on your hands immediately when you enter. We will then review the COVID screening questions with you again.

We are changing many of our procedures to become more contact-less. Paying for sessions will now occur prior to sessions; and we will be asking to encrypt your credit card information into our secure software to eliminate multiple "touch" interactions at the front desk. Checks are still accepted and will have a receptacle provided for your deposit. Cash is discouraged.

All furniture has been taken from reception except for a few hard chairs. There are clear floor markings for social distancing; and there is directional floor markings indicating the uni-directional flow of movement through the suite.

You will notice that we have air purifiers in the office. These have a HEPA filter to clean the air of particulate matter. We will be using them during session on "low" and between sessions and overnight on "high".

We have implemented an hourly cleaning schedule for all high touch surfaces within the public spaces such as door handles and switches.

Prior to your session, each room has been thoroughly disinfected with FDA-approved virucidals. Your practitioner will be wearing a N95 respirator and/or face shield. You will be asked to, again, use hand gel prior to treatment, and your practitioner will also use hand gel. After your session, you will be escorted through the back hallway and exit through our rear door. Prior to exiting you will see another opportunity to use hand gel.

After each session, your practitioner completely strips down any linens used during your session, and disinfects the entire room, allowing it to "sit" with the virucidal for 30 minutes. Our current virucidal is completely effective at 10 minutes. The practitioner will also completely change her scrubs or outer garments and sanitize any exposed skin/arms/hands prior to bringing in fresh linens and greeting the next client.

We will continue to keep you updated on any further changes that are implemented in the building and/or in our office. I hope that our new protocols will bring you peace of mind as we embark together upon this previously uncharted territory.