



GOVERNMENT OF GUAM

DEPARTMENT OF PUBLIC HEALTH AND SOCIAL SERVICES
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DPHSS Guidance Memorandum 2020-22

RE: Minimum Requirements for Operations of Therapeutic Massage Establishment

Provided below are the requirements for the opening and operation of therapeutic massage establishments. These provisions are in addition to applicable requirements set forth in the Minimum Pandemic Workplace Operational Requirements set forth in DPHSS Guidance Memo 2020-07.

A. General Restrictions, Requirements, and Recommendations

- Operate at no more than the percent of occupancy rate for the facility, including employees, as identified in current or future Executive Order.
- Post signage at the entrance to remind employees and clients of new policies and procedures.
- Conduct screenings of clients before entering the facility.
 - This may include temperature checks, and/or questionnaire for COVID-19 symptoms.
 - Patrons with symptoms are not permitted in the facility.
- Post signage in common areas to emphasize social distancing, handwashing, mask, and other protective equipment you expect your clients to use. The CDC has downloadable signs to post in common areas as reminders.
<https://www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/prevention-H.pdf>
- Social distancing must be implemented in all areas of the establishment, between receptionist, other clients, and other staff.
- Redesign physical settings and interactions to minimize contact between individuals where possible, consider installing plexiglass barrier at reception.
- Schedule appointments in a way to have adequate time in between for proper cleaning/disinfecting and to ensure social distancing.
- Use of the waiting room is prohibited; instead, develop a system to have clients wait outside or in their vehicle, if possible. For example, ask the client if they would like to receive a phone call or text message when they can enter the establishment.
- Remove all objects that are not easily cleaned between clients such as cushions, rugs, table warmers, slippers, soft chairs and etc.
- Vinyl tabletops or headrests with tears must be repaired/replaced before use or must have a plastic covering. Where possible, use one-time use head rest covers.
- Proper cleaning and precautions must be taken between clients including disinfecting all surfaces such as doorknobs, keyboards, chairs, table, head rest, lotion/oil bottle,

telephones, faucets, debit machine keypads, cash registers, pens, mouse, and switches. Use all cleaning products according to the directions on the label. A list of products that are EPA-approved for use against the virus that causes COVID-19 is available at:

<https://www.epa.gov/pesticide-registration/list-n-disinfectants-use-against-sars-cov-2-covid-19>

- Linen, blankets, and pillows MUST be changed in between clients.
- Soiled linens must be placed in a sealed bag or closed container until washed and only handled with gloved hands. Every single piece of linen that is used including sheets, blankets, towels and any other washable, soft-surfaced item must be washed each and every time it is used. The CDC suggests not shaking the items and to clean out the storage container once empty. The CDC recommends using the hottest water allowed for your items, soap, and either bleach or an oxygen product to boost cleaning.
- Private bathrooms must be disinfected after each use. Public bathrooms must be disinfected regularly and should have a notice for clients indicating that the bathroom is used by others and asking them to use caution.
- Mask must be worn at all times by employees and customers.
- The following are recommended:
 - Any client in a vulnerable demographic with secondary health conditions, autoimmune conditions, over the age of 60, or resides in a residential home should be discouraged for treatment due to the increased risk.
 - Treatments should be kept to a maximum of 60 minutes.
 - Clients must be made aware of precautionary measures prior to treatment. Any client who refuses to comply with these measures can be refused treatment due to safety concerns and not referred to another therapist for service. It is strongly recommended to develop a Risk Communication Plan and Pandemic Preparedness Plan.
 - Improve air circulation by opening windows, if using mechanical ventilation, consider using HEPA filter in the massage room.

B. Employee Health and Hygiene

- Screen all employees reporting to work for COVID-19 symptoms; employees with symptoms are not permitted to work.
- Provide and maintain PPE for employees to perform enhanced cleaning/disinfection.
- Stagger shifts, breaks, and meals so they are not in the same areas at the same time whenever possible.
- Conduct training for employees on proper handwashing, hygiene protocols, enhanced disinfection and proper PPE base on CDC guidelines.


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