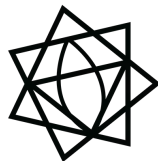




7 NOTES NATURAL HEALTH

COVID-19 Preparedness &
Response Plan

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It is widely recognized that information regarding COVID-19 continues to evolve. This Preparedness & Response Plan will be modified as necessary when further relevant data becomes available that necessitates a change in safety protocols.

Notice

The following COVID-19 Preparedness and Response Plan has been established for 7 Notes Natural Health, LLC in accordance with the requirements in Michigan Executive Order 2020-114 (EO2020-114) for COVID-19 signed by Governor Gretchen Whitmer, the OSHA Guidance on Preparing Workplaces for COVID-19, and the latest guidance from the US Centers for Disease Control and Prevention (CDC). The purpose of this plan is to minimize or eliminate exposure to SARSCoV-2.

The EOs, OSHA guidance, and CDC guidance for COVID-19 have general safeguards applicable for all workplaces and specific safeguards for certain industries. Rob Meyer-Kukan has read these guidance documents carefully, found the safeguards appropriate to 7 Notes Natural Health, LLC based on its type of business or operation, and has incorporated those safeguards into this COVID-19 Preparedness and Response Plan.

It is widely recognized that information regarding COVID-19 continues to evolve and that the EOs and CDC guidance are periodically updated. This Preparedness & Response Plan will be modified as necessary when further relevant data becomes available that necessitates a change in safety protocols. This plan reflects the EOs and CDC guidance as of June 18, 2020.

7 Notes Natural Health, LLC has determined that its job classification falls into the medium exposure risk category as defined by the OSHA Guidance on Preparing Workplaces for COVID-19:

- **Medium Risk Exposure Jobs.** These jobs are those that require frequent or close contact (for example, within six feet) with people who may be infected with SARS-CoV-2, but who are not known or suspected COVID-19 patients.

Rob Meyer-Kukan verifies that 7 Notes Natural Health, LLC is not a business associated with high risk exposure. High risk exposure jobs have high potential for exposure to known and suspected cases of COVID-19.

Engineering Controls

7 Notes Natural Health, LLC has implemented feasible engineering controls to minimize or eliminate employee and client exposure to SARS-CoV-2. Engineering controls involve isolating employees and clients from work-related hazards using ventilation and other engineered solutions. In workplaces where they are appropriate, these types of controls reduce exposure to hazards without relying on worker behavior and can be the most cost-effective solution to implement.

As advised for medium exposure risk jobs, 7 Notes natural health, LLC has implemented the following engineering controls.

- Increasing the amount of ventilation in the space by installing free standing HEPA air filtration units in spaces with no exterior ventilation.
- Increasing the amount of fresh outdoor air that is introduced into the space.
- Upgrading existing HVAC system air filters.

Rob Meyer-Kukan will be responsible for seeing that these engineering controls are maintained for effectiveness, and serviced when necessary.

Introduction

The Coronavirus pandemic has been a unique time for all of us. These are truly unprecedented times and something that has not been experienced by society, to this scale, in over 100 years. Some of the information below is extremely detailed and very in-depth. Some of it may seem scary or evoke a feeling of anxiety. That is completely understandable. It is the intent of this document to inform and educate, as well as provide the documentation required by the State of Michigan to address Coronavirus and COVID-19 concerns, issues, protocols, etc.

We know that these new policies and protocols will be an adjustment at first. They are set forth and informed by OSHA, CDC, ABMP, FSMTB (our federal massage governing board), and/or LARA (State of Michigan) and are intended for the safety and security of everyone.

If you have any questions about 7 Notes Natural Health's preparedness and response to COVID-19, please contact our worksite supervisor, Rob Meyer-Kukan at rob@robmeyerkukan.com or 248-962-5475. We will also take time to address these protocols with you when we contact you the day before your appointment.

Coronavirus Disease 2019 (COVID-19) is a respiratory disease caused by the SARS-CoV-2 virus. It has spread from China to many other countries around the world, including the United States. Depending on the severity of COVID-19's international impacts, outbreak conditions—including those rising to the level of a pandemic—can affect all aspects of daily life, including travel, trade, tourism, food supplies, and financial markets.

To reduce the impact of COVID-19 outbreak conditions on businesses, workers, customers, and the public, it is important for all employers to plan now for COVID-19. To that end this document has been prepared to show that 7 Notes Natural Health, LLC is taking steps to provide the safest possible work environment for our employees, renters, and clients.

ABOUT COVID-19

Symptoms of COVID-19

Infection with SARS-CoV-2, the virus that causes COVID-19, can cause illness ranging from mild to severe and, in some cases, can be fatal. Symptoms typically include fever, cough, and shortness of breath. Some people infected with the virus have reported experiencing other non-respiratory symptoms. Other people, referred to as asymptomatic cases, have experienced no symptoms at all.

According to the CDC, symptoms of COVID-19 may appear in as few as 2 days or as long as 14 days after exposure.

How COVID-19 Spreads

Although the first human cases of COVID-19 likely resulted from exposure to infected animals, infected people can spread SARS-CoV-2 to other people. The virus is thought to spread mainly from person-to-person, including:

- Between people who are in close contact with one another (within about 6 feet).
- Through respiratory droplets produced when an infected person coughs or sneezes. These droplets can land in the mouths or noses of people who are nearby or possibly be inhaled into the lungs.

It may be possible that a person can get COVID-19 by touching a surface or object that has SARS-CoV-2 on it and then touching their own mouth, nose, or possibly their eyes, but this is not thought to be the primary way the virus spreads.

People are thought to be most contagious when they are most symptomatic (i.e., experiencing fever, cough, and/or shortness of breath). Some spread might be possible before people show symptoms; there have been reports of this type of asymptomatic transmission with this new coronavirus, but this is also not thought to be the main way the virus spreads.

Although the United States has implemented public health measures to limit the spread of the virus, it is likely that some person-to-person transmission will continue to occur.

The CDC website provides the latest information about COVID-19 transmission:
www.cdc.gov/coronavirus/2019-ncov/about/transmission.html.

STEPS TO REDUCE RISK OF EXPOSURE TO SARS-COV-2

Sanitation (Continuing Practice - these steps have always been the practice at 7 Notes Natural Health and will continue.)

- Change all linens after every service.
- Sanitize bottles of lotion, cream, or gels.
- Clients are asked to remove their shoes at the door.
- Hand sanitizer is available throughout the space.
- All surfaces in the treatment room and waiting area are sanitized after/between client sessions and at the end of the day.

Sanitation (New with COVID-19 - these steps are new and are based on recommendations from OSHA, CDC, ABMP, FSMTB, and/or LARA (State of Michigan).)

- Clients and Practitioners must wear face masks (per executive order 2020-114) at all times. Clients are asked to provide their own face masks. Note - At times your therapist may wear goggles or a face shield. Please do not wear medical (latex or latex-free) gloves to your appointment.
- Upon entry to the office clients are asked to either wash their hands at the sink or use hand sanitizer.
- Enhanced sanitation of all surfaces between client appointments.
- Barriers have been installed on all massage tables for easy cleaning and sanitation.
- Installation of handsfree, lid-closing trash and garbage receptacles throughout the studio.
- HEPA filter air purifiers are installed in rooms without windows.
- Therapists will change their clothing after/between each client.

New Procedures

- All practitioners will conduct daily self screening for symptoms of COVID-19.
- Enhanced screening prior to your appointments - phone calls 24 hours prior to your appointment.
- Touch-less temperature screening of all clients upon arrival.
- Clients are encouraged to bring their own bottled water to drink following the appointment.
- ARRIVAL - Clients are asked to arrive 5 minutes prior to their appointment time. Please remain in your car once you arrive at your appointment. Your therapist will call you to have you enter the building. Please have your mask on before you leave your car.
- Please refrain from physical contact (hugs, hand shakes, greetings) when arriving and departing.
- Our waiting room will be closed to the public. If you require assistance walking into your appointment, please notify us in your pre-screening call.
- Public Space Notification - Because our office is located in a public office building, we have no control over the direct cleanliness of the building's restrooms, or the exposure risk associated with using those bathrooms. We strongly urge you to use the restroom as you are able, before coming to your appointment.

Additional Measures

- Limited number of client appointments will be scheduled per day to ensure proper time for sanitation.
- Additional time has been scheduled in between client sessions to allow for sanitation of all surfaces in the treatment room and waiting area.
- Cancellation fees for cancellations due to COVID-19 concerns are waived.
- Payment is being accepted exclusively via Massagebook, credit card (square), or PayPal. We are kindly asking for clients not to pay with cash or check at this time. To help expedite the conclusion of your session, we strongly urge you to pre-pay for your appointment the day before hand over the phone if you're paying with credit card.
- Pre-booking your follow up appointments can be done over the phone, the day before your session when we call you.
- We strongly urge your appointment time to be chat free, as a way to focus on breathing and your treatment. This also minimizes the amount of potential water droplets in the air.
- All clients must complete a new intake form, including updated COVID-19 pre-screening and waiver prior to their first appointment upon reopening.
- In accordance with Executive Order 2020-114, informational signs about COVID-19 symptoms, office procedures, and hand washing/sanitizing have been posted in and around the facility.
- After your appointment, once you are dressed, please use the hand sanitizer to thoroughly clean your hands before leaving the treatment room.

COVID-19 RESPONSE

Should a practitioner or client identify with a confirmed case of COVID-19 the following steps will be taken.

Practitioners

- In the event that a practitioner suspects that they have been exposed to COVID-19 they will self-quarantine until they can obtain testing and be cleared of infection.
- If a client calls to report that they have tested positive for COVID-19 within 2 weeks of the massage session, the practitioner will self-quarantine until they can obtain testing and be cleared of infection.

Clients

- In the event that a clients tests positive for a current infection of COVID-19, the massage therapy facility complies with contact tracing efforts, working with the local Department of Health.
- The massage practitioner(s) who worked with the client gets tested for the virus, and must self-quarantine for 14 days following close contact with that client.
- All other clients of that massage practitioner who have had close contact with them in the meantime will be notified that they may have been exposed. (Public health statements recommend that they also self-quarantine for 14 days after their exposure.)

CANCELLATION POLICY

Amid the ongoing uncertainty of COVID-19, we have modified our cancellation policy to offer greater flexibility to all our clients. We hope this will alleviate any stress and hesitation you have about an upcoming appointment. If you need to reschedule for whatever reason, and especially if you are not feeling well, we understand and request you to please contact us as soon as possible to reschedule. To further support you, there will be no penalties for cancellations at this time.

Late arrivals

Appointment times are as scheduled and cannot extend beyond the stated time to accommodate late arrivals. Please be on time to your appointment.

Illness

Massage, Bodywork, Reiki, and Vibrational Sound Therapy (VST) are not appropriate care while experiencing infectious or contagious illness. Please cancel your appointment as soon as you are aware of an infectious or contagious condition.

No-shows

Anyone who either forgets or consciously chooses to forgo their appointments for whatever reason will, however, be considered a "no-show" and will be charged for the full amount of their "missed" appointment.

COMMUNICATION

Communication about procedures and policies will be shared on social media, business website, and email newsletters.

Communication about potential COVID-19 exposure will only be shared by phone call and will not be left as a voicemail.

Appointment Pre-Screening will be done by phone call.

Appointment reminders will continue to be sent by Massagebook through your chosen method: email or text.

All other communication pertinent to 7 Notes Natural Health business will be done on social media, business website, and email newsletters.

If desired, a printed copy of this document is available from the worksite supervisor.

GROUP EVENTS ADDENDUM

In addition to the above procedures and protocols for individual sessions, we set forth the following procedures and protocols for group events.

- Group classes and events will be limited to 6 participants plus the instructor.
- 7 Notes Natural Health is not able, at this time, to provide yoga mats, blankets, props, etc. Participants must bring their own yoga mats, props, etc.
- Physical (social) distancing of 6 feet per person must be observed at all times. Please refrain from physical contact with others (hugs, hand shakes, greetings) when arriving and departing.
- Masks must be worn by all participants and instructors/facilitators at all times.
- Food is not allowed in the facility at the time. Please avail yourself of the outdoor eating options on the property.
- Beverages may be consumed. Participants must bring their own beverages in a sealed container.
- Our cancellation policy for events/classes is: If you are unable to attend an event once you have registered, you may: 1) Transfer your registration fee to another guest; or 2) Request a 50% refund. (Minus transaction fees, within 1-3 business days subject to the terms of PayPal.com's policy). This policy applies to all group events, classes, and workshops. In the event that 7 Notes Natural Health has to cancel an event or workshop, all registration fees will be refunded (minus any transaction fees).



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MORNING, MID-DAY, and EVENING ROUTINE

7 Notes Natural Health, LLC - Ann Arbor, Michigan

Summer, 2020

MORNING ROUTINE

Daily Self-Check/Monitoring Sheet

Thieves Spray on Soft Surfaces/Chairs

Turn Diffusers ON - please use Thieves Essential Oil Blend

Turn Air Purifier(s) ON

Turn A/C Down to desired Temperature

Open Windows (if desired)

MID-DAY ROUTINE

Wipe Bathroom Keys

Wipe Door Handle to the Suite and Keypad (inside and out)

Refill Diffusers (as needed)

Wipe Down Kitchen Counter/Sink (after lunch)

EVENING ROUTINE

Wipe All Flat Surfaces (kitchen counter/sink, shelves, counters, tables, etc.)

Wipe All Door Knobs

Wipe All Light Switches

Wipe All Chairs (hard surfaces)

Wipe Bathroom Keys

Wipe Anything Else That You Touched (faucet, cupboards, etc.)

Vacuum

Turn Diffusers OFF

Turn Air Purifier(s) OFF

Close and Lock All Windows

Take Out Garbage

Turn A/C Up to 82 degrees

NOTE - Please use paper towel when washing hands. ONLY use cloth towels for drying dishes/cleaning. Cloth towels must be changed/laundered daily.

Dated - June 30, 2020

August 15, 2020 Procedures Update

As always, I am working diligently to offer you the safest protocols and safest environment so that you may "hear, see, and feel true wellness." In order to stay up to date and current, below are a few updates and adjustments that I believe will be more convenient and smoother for you.

1) NEW Pre-Screening ONLINE Form

After receiving your input, I have developed an online Google form for our 24-hour COVID pre-screening to streamline the process. If you are able, please complete this form 24 hours prior to each appointment. You will receive an email reminder 48 hours prior to your appointment. A link to the pre-screening form will be included in that email. NOTE - If you prefer not to do this step online, a pre-screening phone call will still be made to those who do not complete the form online by noon the day before their appointment.

2) Updated Temperature Check In

In light of recent research about infrared thermometers being aimed at the forehead, we will now be taking your temperature at your wrist or the inside crook of your elbow.

3) Updated Arrival Procedure

I encourage all clients to arrive 5 minutes prior to your appointment time to accommodate for the additional time required to wash hands and perform the temperature screening. Previously, all clients have been asked to wait in their car until I call. The new procedure will remove this one step. Please continue to arrive 5 minutes prior to your appointment time and come right in. If the door is locked, please knock.

February 22, 2021 Procedures Update

- Communication about potential COVID-19 exposure will be shared by phone call and will not be left as a voicemail. One attempt will be made by phone to communicate potential COVID-19 exposure. If not reached by phone on the first attempt, an email will be sent. This email will be sent to all potentially exposed individuals and updates will follow as they are available.
- According to the advice of Public Health Advisors a face shield will be worn when working above the waste when the client is supine (face up).
- Clients are asked to wait 10 days before making an appointment after traveling outside of the state and after attending any large gathering.
- Procedures related to exposure refer to direct COVID-19 exposure as well as secondary exposure. Due to the the proximity and duration of appointments at 7 Notes Natural Health, we will treat both scenarios as a COVID-19 exposure.



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