



Dear Friends,

6685 Doubletree Ave. • Columbus, Ohio 43229
ph 614.825.6255 • fax 614.825.6279 • info@aiam.edu

Thank you for entrusting us with your healthcare. We are re-opening our clinics following the Responsible Restart Mandates for the Massage Therapy and Acupuncture sectors and want to highlight some of the changes that you will see at AIAM when you come in for your appointment. AIAM's School and Clinics have received many upgrades and changes. Our goal is to create a safer environment for healing and education.

AIAM School and Clinic clients and guests are:

- Asked **not to enter if symptomatic**.
- Guests are asked to **remain in their car until called or texted** to come into the lobby.
- They will be asked a **doorway symptom assessment to include assessing for symptoms (cough, shortness of breath or difficulty breathing, and two of the following: fever, chills, repeated shaking with chills, muscle pain, headaches, sore throat and new loss of taste or smell)**.
- Their **temperature will be taken** with a touchless thermometer by their therapist or practitioner.
- Guests **may wear a mask**.
- They will be **asked to wash their hands thoroughly before their appointment**.
- **Only clients will be allowed in the lobby** unless they are accompanied by a caregiver.
- **Clients will be given the option**, as always, to decide if there are **areas to avoid during the treatment (for example face)**.
- All appointments will be **by appointment only**.
- Appointments for **at-risk populations** (seniors, etc.) are **available the first 2 hours each day**.
- Even though we can touch clients during massage or acupuncture treatments, there is no shaking hands or hugging allowed per mandate (TRUE! This tickles our funny bones).
- **Clients should bring their own water**.

Practitioners are required to stay home if symptomatic.

- They **must perform symptom assessments** (performed at least daily and on an ongoing basis) that should include assessing for symptoms (cough, shortness of breath or difficulty breathing, and two of the following: fever, chills, repeated shaking with chills, muscle pain, headaches, sore throat and new loss of taste or smell) and taking their temperature with a thermometer and monitoring for fever.

AIAM School and Clinics upgrades and changes:

- **Clinic changes:** Each of the 14 clinic rooms have been set up to for massage therapy, acupuncture, and Chinese herb treatments. New items include **wall-mounted hand sanitizer dispensers** installed just inside and outside of the each doorway, **vinyl table covers**, new spray bottles with **EPA N-class disinfectant**, open trash cans, no fabric covered chairs, and **exhaust fans must be turned on** during room usage.
- **Clinic appointments** will be staggered with extra time for disinfecting rooms between appointments, high touch surfaces will be disinfected regularly using CDC recommended sanitizers and disinfectant (EPA List N) protocols. A pillowcase will be draped over the face cradle for when the client is prone.
- **Acupuncture and Chinese herb tele-medicine consultations** are available as needed via HIPAA compliant Zoom.
- **E-documents will be used for clinic paperwork.**
- **MindBody will be used for appointment scheduling.**
- **Vinyl floors** are installed throughout.
- The **HVAC air handling** units received their regularly scheduled **deep clean** and maintenance. The amount of fresh vs. re-circulated air was adjusted so that **more fresh air** is pulled into circulation.
- **Return air vents** were added throughout the building as needed and the return air was fitted with upgraded high efficiency M013 **HEPA filters** for better air filtration.
- AtmosAir **bi-polar ionization systems are on the air handlers**. Positive and negatively charged ions are generated and pushed throughout the building. These **ions bind to and deactivate air-borne and surface-borne viruses, bacteria, molds, and allergens**. There is research that shows these ions greatly increase indoor air quality, increase wellness, sleep patterns and well-being, and even help with seasonal affective disorders in the occupants. Cross your fingers that they also improve learning outcomes as well.

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- **Therapists will let the clinic team know if they are not well and stay home if symptomatic and every effort will be made to cover your appointment with another therapist.**
- **An apron and optional arm covers will be worn and changed between clients.**
- **Hands will be washed per CDC guidelines with soap and water up to the elbows before and after each client.**
- **Social distancing between everyone except the practitioner and their client.**

AIAM Clinic changes:

- **MindBody has been updated with new services (at-risk appointments are available during the first two hours each day we are open), new hours, and new prices.**
- **Licensed Massage Therapy and Reflexology will be re-starting first, probably the week of June 15, 2020.**
- **Acupuncture Interns will be re-starting next in June.**
- **Acupuncture and Chinese Herbal Faculty appointment will be re-started in July.**
- **Massage Therapy student clinic will re-start in July.**

