

# Covid-19 Safety Policy

## **About your visit.**

It is important to me that you feel safe as well as relaxed and comfortable. So I have taken care to ensure your safety from arriving at clinic, through to receiving treatment, and leaving at the end of your session.

I have mapped these changes below so that they are easy to follow. I have broken down these changes into the stages of your 'patient journey'.

1. Before arriving
2. On arrival
3. During treatment
4. End of treatment.

## 1. Before arriving...

### **Health consultations and Check-ins.**

For new patients, the initial health consultation and intake will take place either via Skype, Zoom or over the phone. This may also be appropriate if you haven't attended the client for some time and I need to assess your current health situation.

### **Pre-treatment Screening.**

You will receive a screening e-mail a day before your appointment asking you if you have had any symptoms that may be related to Covid-19 such as fever, cough, loss of taste or smell.

You must complete this form otherwise you won't be able to attend the appointment and will incur the full cancellation fee.

If you develop symptoms between returning the form and your appointment time you should rearrange your appointment after the recommended period of quarantine set by the government. You will not be charged for re-arranging your appointment.

### **What to Wear - (Masks and Clothing).**

Please wear loose fitting clothing to limit the amount of clothing that needs to be removed. Before arriving, place your watch, any jewellery and phone in your bag to limit contact with surfaces. You are asked to wear a mask to your appointment. If you forget, I can supply you with a mask at a charge of £2.

### **The Waiting Room and Appointment Times.**

I have allowed extra time between appointments to reduce traffic in the clinic and provide enough time for proper cleaning. Please come on time but if you do arrive early please wait in your car or outside if you can. The waiting room is for restricted use only for those with mobility issues or in special cases. For this reason, we also ask that you come into the building on your own if possible.

### **Cleaning.**

The couch will be cleaned in between patients and couch roll used and disposed of safely. The door handles, bannisters and common areas will be cleaned between clients

## 2. On Arrival.

If you are able to text me when you arrive then I will buzz you in. I can then make sure your route to my room is clear and you will not pass anyone else. On entering the clinic - you will be asked to wash hands in the designated area or use the provided hand sanitiser.

## 3. During Your Treatment.

I will be wearing a mask, not gloves. I will be washing my hands thoroughly and often - in line with professional guidelines. If working near your face - I will also be wearing protective glasses plus a mask. I would really appreciate it if you would also wear your own mask or I can supply you with a mask at the cost of £2

### **Your Comfort.**

I won't be able to supply blankets or towels but you are welcome to bring your own. Otherwise, I will try my best to make sure you are comfortable and relaxed for your treatment session.

## 4. After Your Treatment.

Payment is only online payment only - either through my booking system or by bank transfer. We kindly ask you to either wash your hands or use the sanitising gel before you leave.

**Thank you**