

## Coronavirus Procedures: Client Information

Soft tissue therapists are now able to return to work but there will be some changes in how your appointment will proceed in order to continue to prevent the spread of infection. I list below some of the changes you can expect. If you are experiencing any Covid-19 symptoms, please postpone or cancel your appointment. If you are considered a high-risk client, it may not be possible to massage you at this time but feel free to discuss this with me. We look forward to seeing you soon and please don't hesitate to ask if you have any questions regarding the procedures outlined in this document.

### SECTION 1: BOOKING YOUR APPOINTMENT

Please inform us at the time of booking if any of the following apply:

- You or anyone you reside with or care for have suffered from any of the below recognised symptoms of, or tested positive for coronavirus within the last 14 days:
  - A high temperature
  - A new, continuous cough
  - Loss or change to your sense of smell or taste
- You have been in contact with a person suffering with any of the above recognised symptoms, or who has tested positive for coronavirus within the last 14 days
- You have a health condition outlined by public health England which may leave you more vulnerable to contracting or more susceptible to the effects of coronavirus
- You have been told to shield yourself for any other reason in relation to coronavirus
- You are allergic to any cleaning products or materials commonly found in PPE (Personal Protective Equipment) such as latex

### SECTION 2: BEFORE YOUR APPOINTMENT

- You must inform us if any details outlined in Section 1 have changed at any time between booking your appointment & your arrival
- If you are a first-time client, your initial consultation will take place via telephone/messenger, rather than during your appointment. A consultation form will be emailed for completion prior to the visit.
- If you are an existing client, there will be a short update consultation, via telephone/messenger, prior to your appointment to discuss your needs and any Covid-19 issues
- All consultation and consent documents should be signed and brought with you to your appointment or emailed beforehand (within 48hrs of your appointment)
- Payment can be made prior to the appointment but contactless payment at the studio is also available. If you have to pay with cash, please bring the correct money and place it in the supplied envelope

### SECTION 3: ATTENDING YOUR APPOINTMENT

- Please put on clean clothes before your arrival. It would also be helpful if you wear clothing which is easy to remove and avoid wearing jewellery
- To avoid unnecessary social contact please do not arrive more than 5 minutes before your appointment time. Please remain in your car or outside the main entrance and either myself or Louise will collect you at your appointment time. Soft furnishings in the treatment room will be cleaned and all unnecessary soft furnishings (lounge area) have been removed
- You will be asked to complete a coronavirus questionnaire & declaration
- Your temperature will be taken and recorded upon arrival via a contactless thermometer: Unfortunately, if this is measured at over 38 degrees, we will be unable to proceed with your session. My temperature is also recorded throughout the day
- Please bring your reading glasses and water if needed (I can no longer supply this).
- The treatment room will have been thoroughly disinfected and all linen and face cradles replaced for each client

- Upon arrival, you will be required to sterilise your hands and enter the treatment room without touching anything. You can of course use the washrooms if required. There will be a container in which to put your clothes etc. when you undress
- I will be wearing personal protective equipment which includes a visor and possibly gloves. Do not be concerned about the use of gloves, it will not affect your treatment. If you have a face mask, feel free to wear this but if you don't, rest assured that I will be wearing a full face visor throughout your visit
- You will be asked to place your personal items in a container
- If you have not paid in advance you will be asked to pay BEFORE your treatment via our contactless system using a credit or debit card
- The massage will continue as usual, although unnecessary chatting should be avoided to prevent droplet formation

#### **SECTION 4: AFTER YOUR APPOINTMENT**

- When the massage is over, please leave all the linens, untouched on the couch and try not to touch anything as you leave.
- If wearing a mask, please keep it on until you exit the premises.
- You must let us know immediately if:
  - You develop any recognised symptoms of coronavirus as detailed in section 1
  - You are tested positive for coronavirus
  - You learn that you came into contact with a person suffering with any of the above recognised symptoms of, or who has tested positive for coronavirus within the 14 days preceding your appointment
- Your name and booking details will be stored for 21 days in line with UK Government Track & Trace Guidelines

I look forward to welcoming you back to the studio.

*Mark*