



Covid-19 - Changes of Practice

Please note due to the current climate it has been necessary to make amendments to the conditions in which I practice. This is to enhance the safety of you the client and myself the practitioner. These changes have also been recommended by the governing bodies to which I adhere to, formulated from government guidelines.

UPDATE:

I hope to return to practice very soon, however, I will not until the Government indicates that it is safe to do so in the recovery strategy.

At the moment we are hoping that this will be from 4th July. Today (19th June) with the further news that we have moved from Level 4 to Level 3, it is looking more likely!

It is an ever changing environment making it incredibly difficult to ascertain the exact changes required so I have tried to highlight those that I believe are necessary for safe practice.

Face Coverings:

- All clients must wear face coverings before entering the treatment room, throughout the treatment and it must not be removed until you have left the treatment room. If this is refused treatment will unfortunately have to cease.
- I will greet you with a covering on, and will follow the same protocol.
- I have managed to source some home made coverings, that have all been washed and stored safely if you would like to borrow one. Please advise in advance.

Temperature Checks

- Please in preparation for your treatment keep an eye on your temperature so to as avoided last minute cancellations.
- Your temperature will be checked prior to entry into the treatment room.
- I will also check mine for you to witness.
- If yours or mine is above what is recommended we will not be able to continue and the necessary procedures as provided by the Government should be adhered to.

Soft furnishings & linen

- This has all been removed from the treatment area, including towels for covering.
- Please bring your own if needs be but ensure that they are freshly washed.

Consultations & Par-Q's

- All consultations will be done in advance via email or telephone.
- To protect you and others an increased amount of documentation is now necessary. This will all be sent in advance via email, it needs to be read and confirmed prior to treatment commencing.
- There will also be a consent form to complete regarding exposure to COVID-19. If you are considered a high risk client, it may not be possible to massage you at this time.

High Risk considerations are:

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- *Those shielding vulnerable family members, front-line NHS staff & carers*
 - *Anyone currently receiving treatment for cancer, any serious lung condition, anyone recently post-operative*
 - *Experiencing severe post Covid-19 circulatory complications – DVT, micro-embolisms, CVA or PE*
 - *Aged 70 years or older*
 - *Pregnancy*
 - *Mild heart & respiratory conditions – and suppressed immune systems*
 - *Diabetes*
 - *BMI over 39*
 - *Anyone who has been in contact with someone with Covid-19*
 - *For a more comprehensive list, go to: www.nhs.uk/conditions/coronavirus-covid-19/people-at-higher-risk*
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Payments & Cancellation Policy

- **All** payments will be requested in advance of your appointment. This can be done via bank transfer, PayPal or Izettle. Cash will only be accepted if this is not possible.
- Please give as much notice as possible if you need to change your appointment date/ time.
- All appointments will be reconfirmed **48 hours** in advance. All appointments cancelled and or re-arranged after this confirmation will be liable to a 50% charge of your appointment fee.
- If this occurs within **24 hours**, you will be charged 100% of your appointment fee. However, if you are unable to make your appointment due to NHS Track & Trace, becoming symptomatic, failing a temperature check or self-isolation your appointment will be rescheduled to an appropriate time and your fee will be carried over. Please let me know as soon as you are able.

Privacy Policy

When massage sessions resume, there will be an additional declaration form to complete stating that:

- A. There has been no contact with anyone with Covid-19, in the last 14 days.
- B. There have not been any symptoms:- dry cough, temp over 37.8°C, loss of smell and/ or taste
- C. Should the client contract the virus you must inform the therapist as soon as possible
- D. Should the client contract the virus we are obliged to inform the NHS Track & Trace

There will also be a signed declaration from the therapist stating the same declaration.

***Finally.. and most importantly thank you so very much for bearing with me during this difficult time. Thank you for adhering to the rules and allowing me to return to work. To have your most valued possession taken away from you is by far one of the hardest things I have ever had to endure. I have missed you all very much. I am so glad that we are all safe, well and surviving. I promise I will work as hard as I can to help you all to the best of my ability whilst we return slowly and safely.
Thank you x***
