

Returning to Work & Preparing for Clients



Client Compliance

- Business premises and treatment area
- Consultations will be carried out over the telephone the previous day. A risk assessment will be made. (Approximate time 15mins)
- Signatures are required on the risk assessment and consultation / assessment form. These will be left in a box file until the following day when all forms will be updated by your therapist.
- **Prompt arrival** is required or your appointment will either be reorganised or cut short to allow cleaning and accommodation for the next client. **New opening times.**
- The front door and handle will be cleaned after each use and / or prior to an appointment.
- Only **ONE** client per appointment. Double appointments are not available at this time, until further notice. Half an hour should be allowed between each client.
- All items that are non-essential and particularly those that cannot be washed and disinfected between clients in order to kill the virus have been removed.
- Magazines, cushions, electric blankets, throws, rugs and other soft furnishings will not be available at this time. Please **bring your own towel / blanket / cushion** if required.
- All areas will be cleaned with an antibacterial agent prior to your appointment and at the end of the day ie; light switches, doors, couch and therapy equipment. Floors will be steam cleaned.
- A bottle of **hand sanitiser** will be available for both therapist and client to use throughout the appointment, especially after client contact and touching surfaces. Please ensure you use it.
- Cross infection will be minimised by your therapist wearing a face shield and client **wearing their own mask** throughout the appointment. Your mask will be in place prior to opening the door and meeting your therapist and must be worn until leaving the premise.
- NO mobile service will be offered.
- Hygiene protocols
- Please take your temperature on the morning of your appointment to check if it is raised above 37.5c. **Defer your appointment** if you display any **COVID19 symptoms!** You must **self isolate**. Contact NHS 111. You will not be given access to the premises or accepted for treatment. At least **TWO weeks** will be given prior to rearranging your appointment. It is possible that either your therapist or yourself could be **pre-symptomatic** (Have the virus but not displaying symptoms) or **asymptomatic** (carrying the virus but with no symptoms) to COVID19. Help reduce the risk of exposure with a **Pre Treatment Check**.
- **Contact with a COVID19 positive person;** the therapist / client **MUST** defer appointment/s and follow safety guidelines for all contacts. **YOU MUST INFORM** your therapist **IMMEDIATELY** if you find out you have been in contact with a COVID19 positive person prior to your appointment. **ALL CLIENTS** and their families have a right to know the traceability of infection. Likewise, if your therapist is in contact with a positive COVID19 person, you will be informed if it has been within the time frame of your contact.
- As an extra precaution, the therapist will monitor her temperature every work day. Deferring clients if her temperature is raised above 37.5c
- **Toilet facilities are not available** during any appointment at this time. Please ensure you are comfortable prior to your appointment. (Maximum appointment 1 hour).
- When physical distancing measure will not be possible, when carrying out assessment and treatment that involves near face treatment, face turning will be practiced by the therapist and where appropriate in the treatment, the client and therapist will face away from each other.
- When physical distancing measures will not be possible, when caring out assessment and treatment that requires touch, a **disposable apron and gloves will be worn**. (This is to ensure our clothes do not come into contact and minimise cross infection.) The therapist will be wearing fresh uniform every day.
- As an FHT member, high standards of hygiene are already practiced. (High standard of cleaning the area and washing hands between clients and after treatments). Now, appropriate hand washing and guidance on minimising the spread of COVID19 must be adhered to at all times. (Gloves and apron to be worn during the cleaning down process)
- Warm soapy water will be used, then wiped down with disinfectant.
- Couch roll will be placed on the couch if clients are to lie on their front with their top removed to receive treatment. (No covers will be used as this is to ensure the material can be washed down and disinfected.)
- The Holistic Room will be ventilated by opening the window and/or door between clients, particularly as the room is a small work area.
- A foot-operated pedal bin with a lid and plastic liner for rubbish will be used. The bag, sealed and disposed appropriately at the end of each appointment.
- If the therapists workwear comes into contact with the client, or they cough or sneeze during the course of the treatment, a change of clean clothing before seeing the next client is advised.

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- As an extra precaution, the therapist will wear a disposable apron or changing the therapy workwear between clients (however please note that UK government guidelines are yet to indicate if this will be a requirement in non-healthcare settings).
- If either client or therapist need to cough or sneeze, this should be done within a tissue or crease of elbow where possible to reduce droplet exposure.
 - The consultation and treatment
- Discussion on assessment and treatment will be practiced at a 2 metre social distance.
- Consultation will be over the phone the day before an appointment. A laminated assessment sheet will be used during your treatment and photographed at the end. This will then be wiped and details removed. Assessment information will be updated the following day and photograph deleted. Pens used will be cleaned after each appointment. Please **bring your own pen to sign your documents.**
- Payment will be contactless. NO CASH PAYMENTS will be accepted. PayPal - captainsden@icloud.com (friends and family please or add £2 to goods transaction) Scan Pay Go available (with a £2 surcharge). Regular Loyal Clients to continue with BACS transfers please. Many thanks. **Payment to be transferred at consultation** (The day before the appointment).
 - Client Aftercare Advice
- Remain vigilant with COVID19 symptoms; YOU MUST INFORM your therapist IMMEDIATELY if you find out you have been in contact with a COVID19 positive person prior to your appointment or develop symptoms. ALL CLIENTS and their families have a right to know the traceability of infection. Likewise, if your therapist is in contact with a positive COVID19 person, you will be informed if it has been within the time frame of your contact.
 - Business Policies
- Risk assessment available online.
- Codes of Practice available online
 - Insurance Requirements.
- Insurance and membership continues with FHT (Federation of Holistic Therapists)

Pre Treatment Check.

Q. Do you currently have COVID-19 or any symptoms of COVID-19?

Q. Have you had COVID-19?

Q. Does anyone in your household have COVID-19 or symptoms of COVID-19?

Q. Have you been in close contact with anyone else in the past 14 days who has symptoms of COVID-19 or been contacted by the NHS Test and Trace service and told to self-isolate?

Q. Are you classed as an extremely vulnerable person (high risk) or a vulnerable person (moderate risk)?

I am aware of the client compliance information and will abide by this while receiving treatment at Holistic Therapy at Captain's Den. I have answered all Pre Treatment Check

Signature

This information may be updated in accordance with government policy and FHT guidelines. Visit fht.org.uk/coronavirus for details.