



COVID-19 SAFETY PROTOCOLS

I am taking all of the Government & complementary therapy industry bodies recommended measures to reduce the risks associated with COVID-19 within the clinic. My standards of hygiene are already very high but I have introduced stringent protocols to keep both you and me safe. The procedures for you attending the clinic are as follows:

1. You will be called on the day before your appointment to check whether you have any symptoms of COVID-19 or whether you have been in contact with a confirmed case. You will be asked to sign the questionnaire when you arrive at the clinic, so please **bring your own pen**.

To be eligible to attend for treatment, you must be able to honestly answer No to the questions on the form below. If you answer Yes to any question, you will be advised to contact the NHS and get a COVID-19 test.

Have you had a positive test for COVID-19 in the last 14 days?
Are you or anyone in your household currently self-isolating?
Do you have a new continuous new cough and/or a high temperature – this means you feel hot to touch on your chest or back (you do not need to measure your temperature)
Are you experiencing or have you recently experienced a loss of taste or smell?
Do you have any concerns that you may have COVID-19?
Do you believe you may have come into contact with anyone with, or suspected to have COVID-19 in the last 14 days?

I will also ask for your contact details (address and email) and record the nature of the concern you wish to be addressed during the appointment on an intake document for you to sign when you arrive.

[Please cancel or postpone your appointment if you feel unwell – don't wait for me to call you on the day!]

2. Please attend the clinic on your own.
3. Leave all unnecessary items hidden in the boot of your car eg. shopping.
4. Arrive on time. If you are early, please stay in your car. I may ring you and invite you in earlier if the cleaning process is complete.
5. Wear soft fabric clothing as I will treat you clothed. I am no longer able to cover you with blankets for warmth.
6. Bring your own water bottle & pen.



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7. **Enter the building with your face covering already in place.** I will be wearing a visor and face mask.
8. On arrival you will be asked to take off your shoes, sign the documents, place any personal items you do have with you (coat, handbag etc) in the large blue basket, then sanitise your hands. Proceed to the treatment room.
9. I will carry the blue basket into the treatment room.
10. The massage table is your domain. It will have been thoroughly cleaned and covered in clean couch paper and fresh linen before you arrived. Please take a seat on the massage table before the treatment begins.
11. If I am concerned about your health I will ask you to return home and contact the NHS111 Coronavirus service.
12. During the session I will stand away from you when I am not physically touching you to minimise the time where social distancing cannot be achieved. Talking should be kept to the minimum to reduce the risk of droplet formation.
13. After your treatment you may use the bathroom, put your shoes back on and leave the building.
14. The maximum time allowed by the Government in my professional presence, is 1 hour. Most treatments will be conducted in less time than the 1 hour limit as I will ask you about the reason for your visit when I call you the day before with the COVID-19 questionnaire. I will be within 1 meter of you for less than 15 minutes because I can step away from you during the session.
15. If I am contacted by NHS Test and Trace, I may need to pass on your contact details if requested.
16. Payment. Bank transferred is preferred and the banking details can be given to you during the pre-treatment phone call.
17. Parking

Park on the driveway between the two silver cars. This is the safest option for your car and other road users.
- 19 Hazel Road, Purley on Thames, Reading, RG8 8HR (opposite number 56).
NB: 19 is not near 17, 18 or 20. Drive beyond those numbers, and pass a short street called Purley Magna, and 19 is the first on the left.

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