



COVID-19 GUIDELINES FOR CLIENTS VISITING THE EGDON HEATH PRACTICE

In these unprecedented times, we would like to reassure you that we are taking every step that we can to make your visit to the clinic as safe as possible. Below you will find details of extra precautionary measures that we are implementing as a result of the Covid-19 pandemic. We hope that you will find this leaflet informative and will also play your part in the process.

1. Before your appointment

- 1.1 Clients will be contacted the day before their appointment to provide an update of their medical history, and to discuss any ongoing issues. Clients will also be asked a number of specific Covid-19 questions relating to symptoms and also travel/contact with others. New clients will complete a full consultation over the phone. By doing this, it will minimise the amount of discussion needed in the treatment room.

Please DO NOT attend your appointment if you, or someone that you live with, have any of the following symptoms:-

- > Fever
- > Persistent dry cough
- > Shortness of breath/difficulty breathing
- > Change (including loss) of taste or smell
- > Sore throat
- > Muscle pain and fatigue

Also please DO NOT attend your appointment if you have recently travelled outside of the UK. (Please adhere to the current 14 day quarantine guidelines set out by Government).

Staff will also monitor their own health and cancel appointments should they become unwell or have symptoms of Covid-19

- 1.2 Should you have to cancel, or defer your appointment at short notice, because of a Covid-19 diagnosis or Covid-19 symptoms, please note that our usual standard cancellation fee will be waived. However, we do require you to let us know of your intention to cancel the appointment otherwise you will be marked as a 'no show' and a fee will be incurred.

2.0 At your Appointment

- 2.1 If you arrive early for your appointment, please wait in your car until 5 minutes before your appointment time. There will be 30 minutes between each client so that adequate time is allowed for cleaning/sanitising and ventilation. This will avoid any crossover of clients.
- 2.2 Clients are requested to wear a face mask or face covering whilst visiting the clinic. (NB: spare masks are available for purchase should clients not have their own. However, this will incur a small additional charge of £4).
- 2.3 Clients are requested to bring their own pen to their appointment.
- 2.4 Clients are requested to bring their own bottle of water to their appointment.
- 2.5 A sanitising station is located in the reception area. Upon entering the clinic clients will be requested to sanitise their hands.
- 2.6 There will be a plastic box with a lid in the treatment room and clients will be asked to place their belongings in the box whilst their treatment is being carried out.
- 2.7 Toilet facilities will be available and these will be cleaned between each client visit. Please ensure that you wash your hands afterwards and place the towel used for drying your hands in the pedal bin provided.
- 2.8 It may be necessary to adapt or restrict certain treatments. This will help reduce the risk of spreading covid-19 and to protect clients' health and safety. Any clients likely to be impacted will be advised at the time of booking.

3.0 After your Appointment

- 3.1 Clients are kindly asked to leave the clinic after their appointment has finished in order that the room may be cleaned and ventilated for the next client.
- 3.2 Whilst online or contactless card payment is our preferred method of payment, we will still be accepting cash and also card payment using a pin number. When paying by cash, please ensure that you place the correct money in an envelope with your name on it and bring it with you to your appointment. All cash payments will be handled at the end of the day. For clients paying by card and using a pin number, please note the card terminal will be sanitised between each client.
- 3.3 Clients will be asked to sanitise their hands as they leave the clinic premises.

4.0 Other Information

- 4.1 Our Risk Assessment has been updated and appropriate action taken. A copy is available on request.
- 4.2 Please note that Helen Rigler has completed online training for Covid-19 with the World Health Organisation. She has also completed online training with Gateway on Health, Safety and Hygiene for Therapists Returning to Work – Covid-19.

- 4.3 We are following guidelines issued by the Government, the NHS and The Federation of Holistic Therapists in respect of safe and hygienic practice and the use of personal protective equipment (PPE). We will continue to monitor this guidance and make adjustments as necessary.
- 4.4 As is normal practice, fresh linen will be provided for each client, and will be laundered at 60 degrees.
- 4.4 The massage table and all pillows/bolsters will be sanitised in between each client. As will all door handles and surfaces.

5.0 Questions

- 5.1 It is important to us that clients feel comfortable and safe returning to the Clinic. Should you have any questions or concerns regarding your appointment, please do not hesitate to contact **Helen on 07766 691080 or helen.rigler@egdonheath.co.uk**