



## **Guidelines for attending your appointment during the COVID-19**

### **Prior to your appointment**

- Your initial consultation will be carried out by video or phone.
- A COVID-19 pre appointment assessment and updated GDPR compliance document will be sent to you by email for completion prior to your appointment. Please return these no more than 24 hours prior to your appointment.
- My COVID-19 Policy is available on my website to view. Please read this along with this guide BEFORE your telephone/ video appointment.

### **Attending your appointment**

- Attendance is by appointment ONLY
- If wearing a face covering please ensure it is CLEAN. A face covering can be provided if you request (Please specify this during your telephone appointment).
- A pre appointment check must have been carried out via email or telephone before you attend.
- Please attend your appointment alone.

If this is not possible I would ask that the person accompanying you waits in the car. If this person is your carer (or parent/ guardian if a minor) this person can accompany you to provide the support you need....It is expected that this person is required in the therapy area and no separate waiting area is available

- Please leave your belongings in your car, other than items essential for your appointment.
- If you are a key worker or attending following work please change from your clothing/uniform and shower before attending your appointment.
- Please ensure hair is tied up ready for your therapy if applicable. A hair cover can be provided if required.

### **An entry system has been devised for your safety:**

- Please arrive at the time agreed for your appointment. It may not be possible for you to enter the building if you arrive early.
- A 'Ring doorbell' is in place. Please notify me that you are here by ringing the bell and communication will be made via the 'Ring doorbell' if immediate entry is not available.
- A marker has been positioned 2m from the clinic door, please wait there and I will greet you at the clinic door.
- I will be wearing PPE as per guidelines, as discussed or as necessary for your planned therapy.
- On entry please remove your outer garments (coat and shoes if safe to do so) and place in receptacle provided.
- Please wash your hands using the handwash provided. Dry your hands thoroughly with paper towels then place these in the bin. Alcohol gel is supplied for post hand washing use. Please re-sanitise hands between activities and before leaving.

- Where face covering provided please place this over your mouth and nose. Make sure it is comfortable shaping the nose wire into place and ensuring the elastics are secured around your ears. Once the mask is comfortable please **DO NOT TOUCH** it again until it is time for it to be removed.
- Your temperature will be taken and recorded with your permission
- I will open the door so you can enter the therapy room....please make your way to a chair.
- Please note 2m markers placed around the clinic. Please maintain 2m when inside the building. This gap will only be closed by me during your session for as short a period as possible required to carry out the therapy.
- Please avoid touching items other than those used to deliver your therapy.
- Contact time and talking is reduced....please ensure you have provided any updates and asked questions during your telephone appointment.
- Some adjustments may need to be made to the application of your therapy to reduce contact time.
- Please sanitise your hands using the gel provided following the removal of clothing.
- On completion of your therapy, you will be left for a few minutes to change. Please avoid touching unnecessary surfaces. I will re-enter the room after a few moments.
- Inability to observe safety measures may unfortunately result in services not being provided.

#### **Other changes made to ensure your experience is as safe as possible**

- Drinks cannot be provided during your appointment, please bring a bottle of water if a drink is required
- The practice does not provide a toilet facility. Access to the house bathroom has usually been made available to clients, unfortunately this IS NOT available throughout this pandemic unless essential. Please ensure you have utilised your own facilities before attending.
- As an extra measure an air purifier (HEPA filter) will be utilised in the therapy room and ventilation will take place between clients.

#### **Payment**

- Provisions have been made for contactless payments, however, cash is still accepted. Payment can be made by bank transfer BEFORE your appointment or by contactless card or PayPal QR code at the end of your appointment. Cash payments of the exact amount should be placed in a clear bag or envelope as it will be held 72 hours before being handled.
- Hand sanitiser is provided for use before you leave the building

#### **What I will do between appointments**

Following your appointment and when you have left the building a full sanitisation will take place. This will include:

- Stripping all washable items and bagging for laundering.
- Bins emptied and safely disposed of in line with guidance.
- Clinical waste is binned in the correct receptacle as normal
- Every surface is cleaned and sanitised. This includes the couch, chairs, work surfaces, trolley, door handles and floor.
- A comprehensive cleaning schedule is available for you to view.

### **Our social contract to each other**

We are all in this together! I am doing everything possible to keep you as safe as I can. Please support this process by adhering to the practises put in place at the clinic and by following guidelines on social distancing and being sensible.

### **New Clients**

Your consultation will be carried out by email, video call or over the phone and will need signing when you attend your first session. This will be available to do so once you have entered the building, completed hand washing procedures and applied your face covering where appropriate.

Completed forms are placed in a secure box for that day and will not be handled again for 72 hours, after which they will be filed.

### **Following your appointment**

Please contact me if you develop symptoms of CV-19 within the 14 day period following your session. It is known that we can be asymptomatic so you could have been unaware of infection at the time of attending.

### **My thankyou to you**

The last year has been extremely difficult for many. Thankyou for your patience and understanding.

We are taking steps to get everything going again and it is important we work together so your experience is enjoyable as well as safe.

Please feed back to me any concerns and if you have a compliment please leave me a review on Google, Facebook or yell...links are available via the 'feedback' page on the website. I am hopeful as a business I will be able to bounce back, however your help is greatly appreciated!

Looking forward to seeing you!

*Heather*