



Guidelines for attending your appointment during COVID-19

Prior to your appointment

- Your initial consultation will be carried out by video or phone.
- A COVID-19 pre-screen will be emailed and agreement obtained by return email
- My COVID-19 Policy and other documents are available to read on my website.

Attending your appointment

- Attendance is by appointment ONLY
- If wearing a face covering, please ensure it is CLEAN.
- 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 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.

Entry to the building:

- 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 use. 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.
- On entry, please remove your outer garments and place in receptacle provided.
- A handwashing facility is available on entry.
- Alcohol gel is supplied. It is good practise to sanitise hands between activities and before leaving.
- I will open the door so you can enter the therapy room.
- Safe distancing is in place and the gap will only be closed by me during your session for as short a period as possible required to carry out the therapy.
- Contact time and talking are reduced, please ensure you have provided any updates and asked questions prior to your appointment.
- Some adjustments may need to be made to the application of your therapy to reduce contact time.
- 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.

Other changes made

- Drinks are not 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 previously been made available to clients, unfortunately this IS NOT available 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.
- An air quality monitor/ CO2 meter is in use.

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.

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, door handles and floor.
- A comprehensive cleaning schedule is available for you to view.

Following your appointment

Please contact me if you develop symptoms of CV-19 within the 14 day period following your session.

My thankyou to you

We are operating at an extremely challenging time and must pull together to preserve our future for ourselves and generations to come.

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 recover; however, your help is greatly appreciated!

Looking forward to seeing you!

Heather