

CORONAVIRUS related Procedures and New Process

(V2 – as from 5 Dec 2020)

Location: The Henge Shop, High Street, Avebury

Please be aware that the guidance and information available to businesses and services is constantly being updated and this may be reflected in Process/Procedure updates at short notice!

Background Information for clients:

Following the Government announcement on 23rd November 2020, massage therapists are able to return to work from the 3rd December 2020, with certain restrictions / conditions in place. Subject to any local restrictions which may dictate otherwise, I am looking forward to a return to The Henge Shop in Avebury on Tuesday afternoons as from the 8th December 2020.

Throughout the coming months, whilst the pandemic is ongoing, I will be continuing to following guidelines issued by the government, NHS, other relevant authorities and my professional association, the Federation of Holistic Therapists, regarding safe and hygienic practice and the use of any personal protective equipment (PPE).

I am happy to say that I have been able to update my skills and knowledge relating to the Coronavirus during the past few months and have completed the following online courses to support my knowledge and understanding of the known risks associated with COVID-19 at this time:

- WHO course 'Infection Prevention and Control (IPC) for Novel Coronavirus (COVID-19)
- WHO course 'eProtect Respiratory Infections'
- WHO course 'How to put on and remove personal protective equipment (PPE)
- Jennifer Young course (FHT approved) 'Control of Cross-infection in a Post COVID-19 World'

COVID-19 Risk Assessment

In line with Government guidance document 'Keeping workers and clients safe during COVID-19 in Close Contact Services (updated edition as at 09/11/2020) I have carried out a thorough risk assessment, in order to:

- identify what work activity or situations might cause transmission of the virus;
- think about who could be at risk;
- decide how likely it is that someone could be exposed; and to
- act to remove the activity or situation, or if this isn't possible, control the risk

For clients attending an appointment at the Henge Shop, this means that the following processes will be in place to ensure your safety, that of the shop staff, their customers, other therapists and all our clients as well as Tamara's (TT).

Please take a moment to read the information below and please do get in touch should you have any questions, comments, suggestions or should you need any clarification or further advice.

Clinically Extremely Vulnerable clients (ie those at high risk):

In line with government and industry guidelines I am unable at present to treat anyone who falls in the clinically extremely vulnerable category. You should already be aware if you fall into this category as you will have received a letter from the government/your GP at the start of the first Lockdown in March 2020 to advise you about this. For more information or to check if you fall into this category please see <https://www.gov.uk/government/publications/guidance-on-shielding-and-protecting-extremely-vulnerable-persons-from-covid-19/guidance-on-shielding-and-protecting-extremely-vulnerable-persons-from-covid-19>

Clinically Vulnerable clients (ie those at moderate risk):

This group includes those over 70 and those with pre-existing conditions such as diabetes, heart/liver/kidney disease, Parkinsons/MND/MS/CP, those on low dose steroids or immunosuppressant drugs, those who are clinically obese or pregnant.

It may be possible to offer treatments to clients who fall into the clinically vulnerable category if the potential benefits outweigh the potential risks. However, this would mean seeking advice from your GP, midwife, clinician or consultant. TT can give you information and a letter to take to your medical professional to seek their advice. Please call/email/message Tamara directly to chat about what is possible.

In our experience so far, medical professionals are reluctant to give 'consent' or 'agreement' but may say they have no objection. Mostly they have been saying it is not their position to advise on such matters. *This does not necessarily mean that we cannot see you*, but TT will need to chat to you about how we can proceed in this instance.

If you have had or think you may have had COVID-19 (even if you are now well):

You will need to seek advice from your GP, medical professional prior to having a treatment. TT can give you information and a letter to take to your medical professional to seek their agreement. Please call/email/message Tamara directly to chat about what is possible.

Prior to an appointment:

- Clients will be asked to complete the normal consultation form AND a new COVID19 specific health questionnaire and return these to Tamara prior to their appointment time. This must include a contact telephone number which TT can use to contact clients in the 12-24h prior to their appointment.
- In the 12-24h prior to an appointment TT will contact clients to discuss any issues raised by their consultation form and to ask if
 - o they have COVID-19 or symptoms of COVID-19;
 - o They are clinically extremely vulnerable and shielding;
 - o they or anyone in their household has COVID-19 or symptoms of COVID-19;
 - o they have been in close contact with someone who has symptoms of COVID-19 in the past 14 days;
 - o they have been contacted by the NHS Test and Trace Service and told to self isolate.
- TT will be checking her own temperature daily and will cancel all appointments should she feel unwell or show any signs/symptoms of COVID-19

On the day of an appointment:

- Clients must ensure that they check their temperature and that they are well. Clients should stay away if they show any signs or symptoms of COVID-19. There will be no fee/penalty for a late cancellation due to being unwell!
- Clients should bring their own water bottle pre-filled with water (or a soft drink of their choice). TT will not be able to provide a post treatment drink for clients but it is still important that they remain well hydrated following their treatment.
- Please bring a pen with you in case you need to sign any additional forms or consents – this helps TT to avoid unnecessary risk of contamination via shared items.
- You are now required to wear a face covering or mask during your treatment, wherever possible. Please advise Tamara in advance if this is a particular issue for you.
- Clients should attend on their own. If you need someone to support you with transport, they must wait outside, off the premises please.
- Clients should arrive at their allotted appointment time – please do not come any earlier as you may be left standing out in the rain!
- Clients should NOT go in via the main shop door.
- Clients should instead enter the premises via the wooden gate to the right hand side of the shop – this will lead to the back garden

- Please WAIT in the garden, if there are others present please be respectful of social distancing rules. Staff from the shop may be taking their rest breaks in the garden, please do not interrupt or disturb them unnecessarily
- TT will come down to greet clients from the garden – please DO NOT enter the building unless accompanied by TT
- TT will check your temperature using a remote hand held thermometer before you enter the building.
- There will be a sanitizing station at the back door – all clients please sanitize hands before entering the building
- TT will accompany clients upstairs to Harmony Treatment room
- Please try to avoid touching any surfaces unnecessarily along the way (please take care on the stairs and steps though and use the hand rail if you need to!)
- If you have registered with the NHS Test and Trace app you will be asked to scan TTHolistics QR code to record your attendance.
- Once in Harmony, TT will ask you to confirm that you have had no change to your COVID-19 status since you completed the form and since speaking to TT.
- If clients are visibly unwell or if TT feels that they are showing signs of illness then they will be asked to leave and reschedule their appointment. There will be no charge to clients if they are asked to leave at this point.
- TT will then leave the room so that clients can get ready/comfortable/changed for their treatment. There will be a pump action bottle of hand sanitizer in Harmony – clients are encouraged to use this before, during, after their treatment as appropriate, for example if you have sneezed or coughed, even if you used a tissue. PLEASE beware though... it is 80% alcohol and very runny (liquid not gel!) so squirt carefully or it goes everywhere... though it does dry quickly to be fair!

During a treatment:

- TT will wear a face visor/goggles as well as a Type II clinical face mask as directed by the Government guidance document for those in 'close contact services'. In addition TT will wear a disposable apron.
- TT will wash/sanitize her hands after each 'section' of your treatment – this may be more frequently than you are used to
- For some treatments, TT will wear gloves.

After a treatment:

- TT will leave clients to get changed and go to wash her hands
- When clients are ready they will be asked to wash/sanitize their hands
- Clients will then be asked to settle their account (please use contactless payment if possible, and if the WiFi is working! If using cash, please try to have the right money ready to avoid the need for too much cash handling and exchange)
- TT will then accompany clients back downstairs to the garden room to leave the premises
- If clients would like to visit the shop then they will need to go back round to the main door and queue at the shop entrance. Clients will not be able to access the shop via the back door and the skull room as previously.

Enhanced cleaning and hygiene measures

Both TT and the owners/management at The Henge Shop have introduced enhanced cleaning and hygiene measures daily and in between clients. This includes (but is not limited to) washing and disinfecting any non-porous surfaces and therapy equipment, such as chairs and couches, and replacing any porous or single-use items, such as towels and couch roll. Strict personal hygiene measures will also be adhered to, including regular handwashing/ sanitising.

TT has a checklist of all items that will be cleaned in between each client. This covers items in Harmony treatment room and en route to Harmony from the entrance at the garden door. Clients are very welcome to see the list and the most recent cleaning time if they would like to – please ask TT. In addition, TT will be changing her tunic, apron, face mask, visor and gloves in between each client.

Washable items such as towels and couch covers are removed and bagged (double bagged in any cases where there are additional concerns about infection, eg where a client has said they're feeling unwell during a treatment itself) after each client and will all be washed at 60° or above.

TT will be leaving a considerable time gap between clients to allow for windows and doors to be opened and air to circulate freely before the next client arrives.

Adapting or restricting treatments

It may be necessary for TT to adapt or restrict certain treatments, in order to reduce the risk of spreading COVID-19 and/or protect clients' health and safety. At present treatments are adapted as follows:

- TT will NOT be offering Indian Head Massage
- Any full body massage will include the front of the neck and shoulders but will NOT include the face, the routine will have to be shortened to fit within the 40min time frame
- Any back, neck, shoulder massage will include the front of the neck and shoulders but will NOT include the face
- Maximum treatment time is 40mins.

Maintaining social distancing

Please note that while many treatments involve close contact, TT will be observing social distancing measures wherever possible. This might include, for example, maintaining an appropriate distance during the consultation process, and when arriving and leaving for an appointment.

And finally

The current pandemic situation and our knowledge and understanding of the new Coronavirus is constantly evolving and will undoubtedly continue to do so for some time to come. Please rest assured that Tamara will be reviewing any new or updated relevant guidelines that are issued by her professional body (the FHT) and the government as and when they are available. Updates to this process document will be made as necessary.

Many thanks for your patience, understanding and ongoing support through these unusual times

Tamara