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**Harlow Holistic Therapy Centre**

**Covid-19 Risk Assessment for Centre and each Therapy offered**

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**Coronavirus (COVID-19) Infection Prevention & Control Policy**

**For**

**Harlow Holistic Therapy Centre**

# Introduction

All of us have been affected by the Coronavirus (COVID-19) pandemic. It has been a very difficult time for every one of us during this pandemic and lockdown. Not only have many people lost their lives but people have suffered physical and mental anxieties. This is something we as Holistic Therapist have been yearning to get back to work to help you with and we are pleased to say we are now open, albeit in a rather different way. We have taken advise from the Government and from governing bodies and have looked at ways we can adapt and change at the Harlow Holistic Therapy Centre to make your visit, safe, comfortable, beneficial and enjoyable as always, until we can return to full normality. Please continue reading our new policy which outlines these changes.

The entire team have missed being able to offer you the treatments that we know you love, and we are looking forward to seeing you again as soon as possible.

Our priority is to keep you as safe as possible and prior to re-opening the centre we have implemented a number of changes which we would like to make you aware of, as well as undertaking a deep and full clean of the entire Centre. Many items have been removed to ensure surfaces are clean and tidy, easy to wipe down, so the centre will look rather different when you attend. There will be items still for sale, please ask your therapist and they will get it for you. During the time the centre has been shut, we have completed the Coronavirus (COVID-19) Infection Prevention and Control course which is accredited by the Guild of Professional Beauty Therapists Ltd, the UK trade body for our industry. We have since made a number of changes in the way that we operate that you will notice when you next visit.

Each therapist has undertaken their own specific Risk Assessment and these are added for each treatment/therapist as appendices to this document.

# Booking Appointments

If any of our team feel ill or have symptoms of C0VlD-19, they will self-isolate immediately and not come into the centre. This may mean that we may have to cancel your appointment at short notice. We appreciate that this may be inconvenient but it is done entirely for your own safety. If your appointment is cancelled you will be able to re-book again or ask for a full refund / voucher if payment has already been made.

If you or any of the people you live with feel ill or display any symptoms of C0VlD-19 – please advise us as soon as possible and DO NOT COME TO THE CENTRE FOR YOUR APPOINTMENT. We have amended our booking terms and conditions and you will not be charged for any appointments which you miss due to Covid-19 or symptoms relating to it.

# **Visiting the Centre**

Upon arrival we would suggest that you have your own mask on prior to entry, this is not compulsory but preferred, please check information sent to you by your booked therapist so you know what to bring. You will be greeted by your therapist and will be directed to the Sanitisation Station. You will be provided with a box to place your shoes and belongings into and this can be taken in to the treatment room with you. Please try not to bring too many items with you to your appointment. Thank you.

Appointments for different therapists will be staggered to reduce people arriving at the same times. If you arrive early or late and another client is being checked in, you will be asked to wait outside until they are in the treatment room. No waiting area will be available during this time.

Only ONE person may attend for a treatment, therefore treatments

-for children will not be possible at this time, as they must at all times be accompanied by a parent or carer.

-Clients requiring a carer to be present during their treatment will not be able to be treated at this time.

Toilet Access – please note that you will have access to the toilet but your therapist will have to clean surfaces in the toilet when you are finished, this may add a little waiting time to your appointment, so we appreciate your patience.

Hand Sanitiser will be available for you to use and there will be hot water and soap in the toilet area for you to use, with single use towelling.

Please don’t be surprised or upset if our staff use personal protective equipment (PPE) during your visit and during your treatment. This may include disposable gloves / facemasks / face shields / aprons where appropriate and in line with Government guidelines.

# Governing Bodies

Each of the therapists has received confirmation from their own Governing Bodies that they may return to work. Each Therapist is responsible for checking their own insurance is valid. This information is covered in the individual Therapist Risk Assessment in Appendices.

# Our treatments

We have carried out a risk assessment on all treatments and are confident that we can continue to provide these attached treatments safely :- See Appendices for individual treatments/therapies.

## PPE – The therapist

Will wear a mask/face shield and apron at all times. Gloves will be worn were possible or good Hand washing practices will enable hands on treatment without the use of gloves

The therapist will complete the consultation adhering to the social distancing rules and we will sign disclaimers on your behalf if you do not have your own pen or a consultation form will be sent to you via email for your completion prior to the appointment time.

## Clients

To bring their own masks (a small supply will be available in case the client forgets) and they are to be worn as soon as you enter the building. To bring their own water where possible. (water in paper cup can be provided but it is appreciated to reduce the amount of surfaces the therapist will have to touch, to ask you to bring your own, thank you).

## Couch management

Each couch has been fitted with a waterproof mattress protector. Blankets can be used below this to ensure comfort for client but no unnecessary extra blankets should be used over the client. Only couch roll or disposable covers, should be placed for client to lay on, disposable face hole covers to be used, fresh material for covering each client. Tray to be placed under the face hole and should be cleaned in between clients.

## Entering the room

The client will enter the room, remove clothes (if treatment requires) and items and place them in the box under the couch. They will then lay either supine (lying face upwards) or prone (lying face down) or sit on couch, as required and then the therapist will enter the room and start to conduct treatment.

Room Cleaning

3o minutes will be left in between clients to ensure sterilisation and preparation for the next client. PPE will be worn prior to client arriving and removed after they left. It is the responsibility of the exiting therapist to ensure the room is sanitised.

# During your treatment

Our team understand the importance of hand hygiene and we will ensure that we wash our hands in according with NHS recommendations before the start of your treatment.

We will try to make your treatment as safe, comfortable and enjoyable as possible. If you have any concerns about your treatments please let the therapist know.

We have increased the frequency of cleaning in the centre including making sure those common surfaces such as toilets door handles, taps etc. are wiped clean using disinfectant products between each client and/or hourly.

As usual all tools and equipment will be disinfected or sterilised in line with the specific manufacturers’ instructions for your safety.

Wherever possible we will utilise environmentally, friendly, single use items during a treatment that will be disposed of safely after use in order to protect you from cross infection.

We can confirm that the laundering of centre towels and uniforms is a priority we can assure you that all centre laundry is washed at 60 degrees C

All disposable items are bagged and safely removed from the treatment area between each client.

# After the treatment

You can pay for your treatment via cash, card or bank transfer. If you wish to pay by cash, please ensure you bring the exact amount, either in an envelope or one can be provided for you. If paying via bank transfer, please speak to your therapist to ensure correct details are obtained.

If you would prefer you could pay for your treatment by card, £45 can be used on contactless. Please note that not all therapists at the centre have their own card machine, so please check when booking.

All of these procedures have been implemented for your safety and that of our entire team*.* We will continue to take advice from the Government and the NHS regarding safe practice and will amend them as necessary.

# Symptoms of Covid-19

If a client has symptoms (up to 2 weeks post treatment) after being treated and you are contacted either by themselves or via track and trace, therapists will need to isolate for 14 days. During that time if you show symptoms you can go and get tested. If you are positive the 14 days recommences if you are negative it is 7 days from that point after the test and then you can restart work.

If a therapist becomes unwell and tests positive, all clients treated will be contacted and advised to go in to 14 day isolation and if symptoms emerge, get tested.

The clinic area that the client or therapist has been in contact with will need a deep clean (on top of additional cleaning in place).

PPE is for both your and our protection. In the case of an outbreak, we will be required to close again, so we would like to do everything to keep you and us safe, open and healthy!

Thanks you for your understanding.

**Harlow Holistic Therapy Centre Team**

**Date 12th July 2020**

See website – Covid-19 page for more details on Individual Therapist Risk Assessments