



Harmony Holistics Wirral Covid 19 protocol

The protocol detailed below has been drawn up following advice/guidelines from:

- The Association of Reflexologists (AOR), Professional Reflexology (PR), The Federation of Holistic Therapists (FHT),
- Government advice/guidelines - <https://www.gov.uk/coronavirus>
- NHS website - <https://www.nhs.uk/conditions/coronavirus-covid-19/>

These are likely to change so this document is a “work in progress” and will be updated as and when any rules/guidelines are change.

Please be aware that these measures are to help reduce the risk of contracting COVID 19 and all guidelines have been followed but there can never be a 100% guarantee that this will fully protect all parties from contracting COVID 19.

Risk assessment of client before treatment and further information about changes:

1. Client will be usually be contacted within 24-48 hours before appointment for a risk assessment to be completed to check they don't have any symptoms, are not self-isolating, are not in extremely high risk/vulnerable category, have not been in contact with anyone with coronavirus in last 14 days, are not living with anyone self-isolating (therapist will regularly check the government and NHS guidelines for changes in symptoms/guidance). This record will be kept on file. **It is important not to attend your appointment if you develop symptoms (check NHS guidelines).**
2. If I, or any of my family (as I work from home) develop any symptoms I will contact the client to postpone any appointment.
3. Appointments will only be offered/proceed if the client is able to confirm they do not present a high risk / fall into extremely high risk/vulnerable category (so answered no to risks/questions in number 1 and 3).
4. My cancellation policy has been amended to ensure no one is penalised if an appointment is cancelled due to COAVID 19 risks.
5. Clients will be advised of the change in usual protocol via phone call, text or email prior to their appointment (as set out below). This document/protocol will also be available on the website.
6. With effect from 15thst August 2020 facial reflexology and aromatherapy facials can be offered again and full Indian Head Massages. Face masks will not be worn when working on the face area, but are required to be worn before and after the treatment whilst with the therapist.
7. If possible, consultation forms/data protection forms, aftercare advice general information and cancellation policy will be emailed/posted/discussed over the phone or Zoom for new clients to complete/discuss and if completed and emailed back or brought with you the full details will be discussed at the first appointment (thus saving face to face time).
8. Time for any appointment is now restricted to 1.5 hours, which is usually combination treatments, others will be restricted to an hour (including dressing/undressing etc).
9. The COVID 19 app QR code is located in a prominent place (at you enter premises) and you have the option to scan yourself in or “check in” on entry. This is not compulsory.
10. ***If you have had a vaccination (1st or 2nd dose) allow at least 3 days before attending an appointment in case of any adverse reactions (if you have reacted previously discuss with HHW).***

Changes to protocol for each appointment:

1. At the start of each appointment the client will be asked to confirm health has not changed since call/text/email prior to that day's appointment, and will be required to answer Covid 19 specific questions and consent to the therapist being able to provide their contact details to the NHS track and trace Dept.
2. It is required by law from 8th August 2020 that the client wears a face mask/covering at all times throughout treatment from before they enter the premises until they leave the premises. This applies unless you are having a massage that requires you to face down, a facial, facial reflexology or Indian head massage (when working on the face area). A face mask/covering is required on arrival and up till the treatment and then put back on straight after treatment. For massages, if you turn onto your back you will be asked to replace your face mask. This is for the protection of both parties. It is advisable not to touch mask, face, eyes whilst mask is on.
3. The therapist will also wear a face visor as set out in the government guidelines and a face mask/covering for all treatments (however, this may be reviewed/dependant on current guidance).
4. Clients will be asked to wash hands/use hand sanitiser gel on entry to premises.
5. Client is respectfully requested not to touch anything on route to the treatment room and when in the treatment room to reduce to risk of transmission to surfaces (except for chair/massage bed/reclining chair used for the session).
6. Paper disposable towels are in the toilet area for hand washing and a peddle bin for disposal of paper towel. These will be then be disposed of by the therapist in line with guidelines.
7. Packets of tissues will be provided for clients and packet wiped after every client.
8. Client to bring their own drink/water (a water bottle will be provided if you forget).
9. Payment should be either in advance (by bacs xfer), or paypal or by card (up to £45 can be contactless). If cash, this should be placed in a plastic bag/wallet. Card machine will be cleaned after use.
10. Plastic coverings will be in place to protect the reclining chair, massage couch and pillow, and any other items used, so they can be cleaned post treatment.
11. Leaflets, soft furnishings, books, other non-essential items etc will be removed from treatment room (if not able to be protected by plastic) so there are less items for the virus to potentially attach itself to.
12. All towels/linen/flannels/couch covers etc not in use in the room will be protected by plastic covering.
13. All oils/products not being used for treatment will be removed from treatment room/placed in a plastic container as appropriate.
14. Hand sanitiser gel will be available in the treatment room next to client's chair and a separate one for the therapist. Should anyone sneeze/cough into hands, it will be necessary to apply the sanitiser gel. The therapist will thoroughly wash hands before and after treatment in line with guidelines.
15. A peddle bin will be available in the treatment room to dispose of any waste/tissues, which will then be disposed of in line with guidelines.
16. The room will be well ventilated in between each client.
17. A laminated hygiene/cleaning checklist is completed for each client and available for inspection by clients. Treatment room, and route, will be thoroughly cleaned after every treatment in line with guidelines.
18. Maintaining social distancing as much as possible, for example, keeping distance on route to the treatment room, whilst in treatment room, no hugs, handshakes etc.

Last updated 06/04/2021 by Debbie Hurst.

This policy will also be placed on my website for reference: www.Harmonyholisticswirral.co.uk