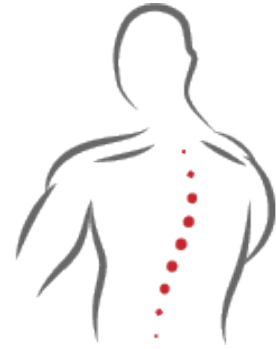


RETTFORD

SPORTS MASSAGE



New guidelines for health and safety

1. **Appointment protocols:**

- There is a 15-minute gap between appointments so that clients do not overlap. These 15 minutes allows time for the therapy room to be prepared for the next client- See 'Therapy Room Cleaning Procedures'.
- Clients are notified when they book the purpose of the 15-minute gap and encouraged to adhere to timings.
- The waiting area is 3 metres away from the entrance door, cloakroom and therapy room, should a client arrive early and need to wait for their appointment.

2. **Pre-screen call**

- All new clients are contacted by phone, taken from their online booking form, to go through the 'COVID Screening questions' listed in the table below.
- For on-going / follow up appointments the client will be called 24 hours before their appointment to go through the 'COVID Screening questions.'

COVID Screen	YES	NO
Have you returned from abroad in the last 14 days?		
Do you have a cough or temperature?		
Have you been in contact with anyone who has a cough or a temperature?		

Have you been asked to self-isolate?		
Are you pregnant, immuno-compromised or over 70		

If you have answered 'YES' to any of these questions, please stay at home and I will be very happy to assist you via a phone call or online consultation.

If you have answered 'No', please adhere to the following on entering the clinic:

- Please only come into the clinic at your appointed time.
- Please ensure you wash your hands on entering and leaving the clinic in the cloakroom.
- Your temperature will be taken using a non-contact digital thermometer.
- Please limit the number of family members, carers and children accompanying you if at all possible.
- Please understand that the 15 minutes between appointments allows enough time for the therapy room, cloakroom and entrance area to be sanitised.

Break down of hygiene procedures: ('Therapy Room Cleaning Procedures')

- The couch is sprayed with sanitiser and wiped down before and after appointments
- Extra care taken with sanitising around the head/breathe hole in the couch
- Single-use of cloth couch cover, washed at a minimum 60C
- Disposable paper couch cover on top of the cloth cover
- Single-use of clinic towels for your appointment, washed at a minimum 60C
- Sanitising of all door handles, clothing hook, contactless card machine
- The massage balm used for treatments is extracted from its pot using a disposable wooden spatula that is only used once. Should further balm be needed during the appointment, an additional spatula will be used. All aimed at reducing risks of cross-contamination.
- Towels, cloth couch cover, disposable paper couch cover and any used spatulas plus the cleaning cloths used to be removed from the therapy room before commencing the next 'Getting room ready for client' procedures begin.
- Please pay online at the time of booking or contactless payment with our card machine, wherever possible. We cannot accept cash at present.
- As the 2 metre-distancing rule cannot be applied to remedial massage, I will be wearing a mask and will have washed my hands prior to you arriving and again before commencing your treatment.

4. Other Clinic health and safety measures (On-going)

- Regular disinfection of doorbell, light switches, entrance hall and waiting area flooring, and desk surface.
- Encourage clients to complete the consultation form online and email prior to appointment. Where this is not possible I will complete the consultation form. Client will only be required to sign and then the pen will be included in the sanitation procedures.

5. PPE

Regular supply and stock of:

- Hand sanitiser
- Disinfectant sprays
- Alcohol wipes
- Couch roll
- Clinic commercial grade towels
- Clinic commercial grade cloth couch covers
- Wooden spatulas
- Tissues
- Face Masks

If Government guidelines are updated:

- Plastic Aprons
- Glasses or visor (compulsory if working with patient's breathing mechanics or where a cough may be induced)
- Gloves (Nitrile, latex, vinyl, powdered/non-powdered, and consider the interaction with the massage balm being used)