

## INFORMATION FOR CLIENTS – NEW PROCEDURES

Lockdown has now been relaxed sufficiently by the UK Government for Sports Therapists to have been given the green light to return to work.

There will be some changes in the process both before and during each session, to help ensure both your safety and mine.

- **Video / Phone Consultation** – 30 minutes (NEW clients) or 15 minutes (existing clients)
- **Treatment Time** – up to 40 minutes (to limit risk of viral load in an enclosed space)
- **Aftercare Advice** – 30 minutes (NEW clients / new injuries) via e-mail or WhatsApp
- **Ventilation / Sanitisation / Cleaning Clinic / Change PPE** – 30 minutes between clients

**£45** – First Visit (NEW clients)

**£40** – Follow Up Appointments

I am now ready to start taking clinical appointments (for both acute and chronic conditions) from the 13<sup>th</sup> of July 2020 onwards.

**Home Visits** – not available at this time.

### Your Temperature / Symptoms

Before you leave your home, please check your temperature, and consider if you are experiencing any Covid-19 symptoms. If yes to any of those questions, please postpone or cancel your appointment.

### First Visit

If you are a first-time client, your pre-session consultation will now take place via the phone or video-conferencing, rather than face to face. A consultation form will be emailed to you for completion prior to the visit. (or you can download a form [HERE](#))

### Existing Clients

If you are an existing client there will be a short update consultation – to see how you have been since pre lockdown and whether you have any Covid-19 issues. Also, via phone or video conferencing.

### Covid-19 Questionnaire

There will also be a [consent form to complete regarding your exposure to Covid-19](#). If you are considered a [high-risk client](#), it may not be possible to massage you at this time.

**Therapist Declaration** – I will provide all clients with a signed declaration via e-mail on the morning of treatment confirming that I am not suffering with symptoms of Covid-19. ([View Here](#))

### Documents scanned and sent via e-mail

All consultation & consent documents can be signed & brought on the day or preferably scanned/photographed & emailed to me beforehand.

**Face Masks** – I will provide clients, and chaperones, with [an IIR facemask](#) to wear for the duration of your visit (unless you bring one of your own). This is for my protection as well as protecting others who visit the clinic.

## Client Consent & Declaration Forms

For all clients, there will be an additional declaration to complete before each treatment stating that:

- There has not been any contact with anyone with Covid-19, in the last 14 days, to your knowledge (\*Exemption for NHS workers wearing [PPE](#) on the frontline)
- There have not been any symptoms: - dry cough, temperature over 37.8°C, loss of smell and/or taste
- Should you show symptoms of or test positive for the virus in the next 14 days that you will inform me as soon as possible
- Should you test positive for the virus, you or I am obliged to inform NHS Test & Trace

**PLEASE DO NOT ARRIVE FOR A MASSAGE IF YOU FEEL UNWELL, HAVE A HIGH TEMPERATURE, A COUGH, OR ANY OTHER COVID-19 SYMPTOMS.**

Please contact me to postpone your massage until your symptoms have completely disappeared.

**Pen** - Please bring your own pen each time you visit to sign your up-to-date health declarations.

**Water** - Please also bring your own water bottle if possible.

**Clothing** - Please wear easy to remove clothes. You will be given a lidded container in which to put them when you undress. **Leave large coats and bags in the boot of your car where at all possible.**

**Remove Jewellery at home** - Please avoid wearing jewellery as this makes the process simpler.

### When you arrive, you will:

- Have your temperature taken at the entrance to confirm it is below 37.8 degrees Celsius using a [non-contact infrared thermometer](#)
- Be given [an IIR facemask](#) to wear during your time in clinic unless you have brought your own.
- Be required to take off your shoes and place them in a box.
- Sanitise your hands using the [automated dispenser in the hallway](#)
- Walk to the practice room without touching anything other than the stairs handrail

### In the treatment room:

- Cushions, soft furnishings and all non-essential items have been removed.
- All surfaces are wipe clean PVC.
- The massage table and face cradle will have been thoroughly disinfected and covered with paper towel and disposable covers.
- The linens are all clean, (single use) and you will be encouraged to wear your face mask until you exit the clinic.
- The therapist will be using personal protective equipment – until the requirement relaxes. This will include [an apron](#), [IIR face mask](#), [a face shield](#) (and [vinyl gloves](#) if necessary).
- There will be a plastic box with a lid for you to store your clothes, personal items, water bottle and pen (which is sanitised after every client)
- There is a 2<sup>nd</sup> [automatic hand sanitiser dispenser in the treatment room](#) for you to use.
- When the treatment/massage is over, please leave all the linens and towels on the couch.
- Keep your [IIR facemask](#) on until you have exited the clinic

### Ventilation

- The treatment room will be ventilated between appointments, but also during treatment if outside temperatures allow.
- There is a fan at the window to increase ventilation in the treatment room and thereby reduce the risk of exposure to the Covid-19 virus. ([View Here](#))
- The couch is now set up in the room so that your head is closer to the (open) window.

### Toilet / Washroom

- You can use the toilet / washroom if you require (but please try to go at home prior to your appointment if possible).
- Hand washing facilities include [pump-action anti-bacterial soap, paper towels](#) and a foot-pedal bin to dispose of the paper towels.

### Payment

- Payment should, where possible, be made prior to the appointment via Direct Bank Transfer or using the SumUp Invoice.
- I have a contactless payment terminal to take card payments on the day if required.
- As a last resort, you can pay by cash by placing it in a sealed envelope and leave it in the clothes box. Please bring the exact money as I cannot provide change at this time.

**Treatment Room Deep Clean** – The treatment room has been repainted and deep-cleaned.

### Disinfection

- There will be an approximate **30-minute gap between clients**, to enable disinfection of the practice space, therapy table and equipment, hallways and bathrooms etc, with enough time to dry and take effect.
- The room will be ventilated between clients and also at the end of each day.
- Overnight, the room will be sanitised using two UVC Ozone Ultraviolet lamps which kill bacteria and microbes. ([View Here](#))

## VULNERABLE CLIENTS - POTENTIAL CONTRA-INDICATIONS TO MASSAGE

People with the following health issues may be considered at higher risk and may need a referral from their GP. In certain circumstances the therapist may decline to treat.

- Those shielding vulnerable family members, front-line NHS staff & carers
- Anyone currently receiving treatment for cancer, any serious lung condition, anyone recently post-operative
- Experiencing severe post Covid-19 circulatory complications – DVT, micro-embolisms, CVA or PE
- Aged 70 years or older
- Pregnancy
- Mild heart & respiratory conditions – and suppressed immune systems
- Diabetes

- BMI over 39
- Anyone who has been in contact with someone with Covid-19

For a more comprehensive list, go to: [www.nhs.uk/conditions/coronavirus-covid-19/people-at-higher-risk](http://www.nhs.uk/conditions/coronavirus-covid-19/people-at-higher-risk)

**Therapist Temperature Chart** – I will be [taking my temperature](#) twice a day and keeping a written record as proof that I do not have a fever. ([View Here](#))

**Cleaning Chart** – This will be on display to verify that all cleaning of the clinic has been completed in between clients and the times it was carried out. ([View Here](#))

**Donning of PPE** - Putting on [PPE](#) will be in line with Public Health England guidelines ([View Here](#))

**Doffing of PPE** - Taking off [PPE](#) will be in line with Public Health England guidelines ([View Here](#)).

**COSHH Awareness Certificate** - Control of Substances Hazardous to Health Regulations CPD course completed on 13 June 2020 ([View Here](#))

**Check List for client arrival** – for me to ensure that all paperwork, payment and preparation has been made before accepting the next client into the clinic. ([View Here](#))

**Risk Assessment** – I have carried out a very thorough Risk Assessment of the premises prior to re-opening the clinic after lockdown. This process will be regularly reviewed and updated wherever necessary. ([View Here](#))

**Health and Safety Policy** – will be regularly reviewed and updated in line with legislation. ([View Here](#)).

**Clinic Address** – 30 Bradshaw Avenue, Whitefield, M45 7TD ([view entrance image](#))

## **Covid-19 Forms**

[Information for clients pre treatment \(PDF\)](#)

[Covid-19 Checklist Client Declaration \(PDF\)](#)

[Covid-19 Checklist Client Declaration \(Word\)](#)

[Risk Assessment for Achilles Healers Sports Therapy \(PDF\)](#)

[Therapist Declaration for Client \(PDF\)](#)

[Consultation Form \(PDF\)](#)

[Consultation Form \(Word\)](#)