**INFORMATION FOR CLIENTS – NEW PROCEDURES**

The UK Government class **Sports Therapists** in England as **Healthcare Professionals** and have authorised us to continue working both during Lockdown 2 and subsequently in Tier 3 restrictions, subject to stringent Health and Safety guidelines.

(from 3rd December 2020)

**Hands-On Treatments are available for Sports Therapy and Massage**

To limit the risk of Covid transmission there have been a few changes made to the process both before and during each session, to help ensure both your safety and mine.

* **Video / Phone Consultation** – **10 minutes** (all clients)
* **Hands On Treatment Time** – up to **45 minutes** (to limit risk of viral load in an enclosed space)
* **Aftercare Advice** – free for all clients via e-mail or WhatsApp
* **Ventilation / Sanitisation / Cleaning Clinic / Change PPE** – **30 minutes** between clients

**£45** – First Visit (NEW clients)

**£40** – Follow Up Appointments

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

[**Discounts Available for Block Bookings**](https://www.ahst.co.uk/club-corporate/) **-** ideal for individuals on a maintenance program -

**£5 off per session** when **4 sessions** pre-paid in advance  = **£140 for 4 sessions** (rather than £160 if bought individually). **Save £20**

**£7 off per session** when **6 sessions** pre-paid in advance = **£198 for 6 sessions** (rather than £240 if bought individually). **Save £42**

**£10 off per session** when **10 sessions** pre-paid in advance. **£300 for 10 sessions** (rather than £400 if bought individually). **Save £100**

**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](https://www.ahst.co.uk/wp-content/uploads/2018/08/Consultation-Form-RD-May-2018.pdf))

**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](https://www.ahst.co.uk/wp-content/uploads/2020/06/Covid-19-Checklist-prior-to-Consultation-v24062020.pdf). If you are considered a [high-risk client](https://www.nhs.uk/conditions/coronavirus-covid-19/people-at-higher-risk/), 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)](https://www.ahst.co.uk/wp-content/uploads/2020/06/Therapist-Declaration-Form-ref-Covid-19-copy-for-client-v24062020.pdf)

**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](https://www.ahst.co.uk/wp-content/uploads/2020/06/Facemask-PPE.jpg) 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](https://www.ahst.co.uk/wp-content/uploads/2020/06/Apron-Gloves-Mask-Visor-PPE.jpg) 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 SYMTOMS.**

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

**Pen** - Please bring you 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](https://www.ahst.co.uk/wp-content/uploads/2020/06/Thermometer-non-contact-infrared-v24062020.jpg)
* Be given [an IIR facemask](https://www.ahst.co.uk/wp-content/uploads/2020/06/Facemask-PPE.jpg) 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](https://www.ahst.co.uk/wp-content/uploads/2020/06/satitiser-in-entrance-hall.jpg)
* 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](https://www.ahst.co.uk/wp-content/uploads/2020/06/Apron-Gloves-Mask-Visor-PPE.jpg), [IIR face mask](https://www.ahst.co.uk/wp-content/uploads/2020/06/Facemask-PPE.jpg), [a face shield](https://www.ahst.co.uk/wp-content/uploads/2020/06/Visor-PPE.jpg) (and [vinyl gloves](https://www.ahst.co.uk/wp-content/uploads/2020/06/Apron-Gloves-Mask-Visor-PPE.jpg) 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 2nd [automatic hand sanitiser dispenser in the treatment room](https://www.ahst.co.uk/wp-content/uploads/2020/06/sanitiser-in-treatment-room.jpg) for you to use.
* When the treatment/massage is over, please leave all the linens and towels on the couch.
* Keep your [IIR facemask](https://www.ahst.co.uk/wp-content/uploads/2020/06/Facemask-PPE.jpg) 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)](https://www.ahst.co.uk/wp-content/uploads/2020/06/Ventilation-in-clinic.jpg)
* 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](https://www.ahst.co.uk/wp-content/uploads/2020/06/Paper-Towel-Dispenser.jpg) 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)](https://www.ahst.co.uk/wp-content/uploads/2020/06/UVC-lamps.jpg)

**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 supressed 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](https://www.ahst.co.uk/wp-content/uploads/2020/06/Thermometer-non-contact-infrared-v24062020.jpg) twice a day and keeping a written record as proof that I do not have a fever. [(View Here)](https://www.ahst.co.uk/wp-content/uploads/2020/06/Temperature-Readings-Chart-for-Richard-Daley-v24062020.pdf)

**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)](https://www.ahst.co.uk/wp-content/uploads/2020/06/Cleaning-Chart-checklist-v24062020.pdf)

**Donning of PPE** - Putting on [PPE](https://www.ahst.co.uk/wp-content/uploads/2020/06/Apron-Gloves-Mask-Visor-PPE.jpg) will be in line with Public Health England guidelines [(View Here)](https://www.ahst.co.uk/wp-content/uploads/2020/06/Putting-on-personal-protective-equipment-PPE.pdf)

**Doffing of PPE** - Taking off [PPE](https://www.ahst.co.uk/wp-content/uploads/2020/06/Apron-Gloves-Mask-Visor-PPE.jpg) will be in line with Public Health England guidelines [(View Here).](https://www.ahst.co.uk/wp-content/uploads/2020/06/Taking-off-personal-protective-equipment-PPE.pdf)

**COSHH Awareness Certificate** - Control of Substances Hazardous to Health Regulations CPD course completed on 13 June 2020 [(View Here)](https://www.ahst.co.uk/wp-content/uploads/2020/06/COSHH-certificate-Richard-Daley.pdf)

**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)](https://www.ahst.co.uk/wp-content/uploads/2020/06/Checklist-for-client-arrival-in-clinic-v24062020.pdf)

**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)](https://www.ahst.co.uk/wp-content/uploads/2020/06/Risk-Assessment-Achilles-Healers-v24062020.pdf)

**Health and Safety Policy** – will be regularly reviewed and updated in line with legislation. [(View Here).](https://www.ahst.co.uk/wp-content/uploads/2020/06/Health-and-Safety-Policy-ahst-18-June-2020.pdf)

**Clinic Address** – 30 Bradshaw Avenue, Whitefield, M45 7TD [(view entrance image)](https://www.ahst.co.uk/wp-content/uploads/2020/06/30-Bradshaw-Avenue.jpg)

**Covid-19 Forms**

[Information for clients pre treatment (PDF)](https://www.ahst.co.uk/wp-content/uploads/2020/11/Information-for-clients-pre-treatment-v05112020-PDF.pdf)

[Covid-19 Checklist Client Declaration (PDF)](https://www.ahst.co.uk/wp-content/uploads/2020/06/Covid-19-Checklist-prior-to-Consultation-v24062020.pdf)

[Covid-19 Checklist Client Declaration (Word)](https://www.ahst.co.uk/wp-content/uploads/2020/06/Covid-19-Checklist-prior-to-Consultation-v24062020.docx)

[Risk Assessment for Achilles Healers Sports Therapy (PDF)](https://www.ahst.co.uk/wp-content/uploads/2020/06/Risk-Assessment-Achilles-Healers-v24062020.pdf)

[Therapist Declaration for Client (PDF)](https://www.ahst.co.uk/wp-content/uploads/2020/06/Therapist-Declaration-Form-ref-Covid-19-copy-for-client-v24062020.pdf)

[Consultation Form (PDF)](https://www.ahst.co.uk/wp-content/uploads/2020/06/Consultation-Form-PDF-v24062020.pdf)

[Consultation Form (Word)](https://www.ahst.co.uk/wp-content/uploads/2020/06/Consultation-Form-Word-v24062020.docx)