

**Birdwell Clinic**

My objective is based on those set out by the Government in its Close Contact Guidelines, July 9th 2020 and updated on August 12th 2020:

To minimise the risk of transmission and protect the health of clients and visitors in close contact services and to make sure people understand what they need to do to maintain safety.

All these measures will be in place until Government Guidelines say they can be relaxed. Should I suddenly not be allowed to practise due to a Government statement or Test and Trace issue I will contact you immediately to postpone (and see below).

I will be endeavouring to remind you of procedures as much as possible before and during the appointment.

I will be shortening 'Covid 19' to 'C19'.

**Maintaining Social Distancing and Wearing of Protection over the Face.**

While the massage treatment involves close contact, I will be observing social distancing otherwise.

I will be wearing a face visor and a Type 2 medical face mask. I will clean the visor and change the face mask between clients.

Government guidelines say that you need to wear a mask (although it does not stipulate a medical one). The mask can be removed if you are lying facedown on the massage table. If you forget one I have spares.

I remind you to adhere to the following guidelines when using a face mask:

- wash hands thoroughly with soap and water for 20 seconds or use hand sanitiser before putting a face covering on, and after removing it.
- when wearing a face covering, avoid touching the face or face covering
- change their face covering if it becomes damp
- continue to clean their hands regularly
- You should be prepared to remove your face mask if asked to do so by police officers and staff for the purpose of identification.

To remind you C19 symptoms include high temperature, continuous dry cough, loss or change in your normal sense taste or smell, skin rash, sudden headache, numbness in toes. If in any doubt contact your GP, however mild they might be. I will be monitoring my own health in the way I am asking you to do.

**Before Booking**

- 1) Have you had, or have you been in contact with anyone with, possible symptoms or who has had a positive test for C19 over the 2 weeks before the appointment?
- 2) Have you been asked to quarantine for 2 weeks?

**Before leaving home**

- 3) Please check and note your temperature. Is it high?
- 4) Consider whether you are newly experiencing any other common Covid-19 symptoms?

If yes is the answer to any of the questions above, however mild, we will defer your appointment for 2 weeks.

**Indeed if you feel ill at all please postpone.**

Are you planning to have the treatment in amongst other tasks of the day? Please make this your first appointment or go home for a shower if it's after work, you have been to the supermarket, visited friends etc.

**Important incidentals:**

If you forget to check your temperature I have an infra red thermometer we can use on arrival.

Arrive on time as I shall not be using the waiting room. Press buzzer marked "Nyree ..."

Please bring your own refreshment.

Please wear easy to remove clothes.

Please avoid wearing jewellery.

I will provide a light cover but If you are prone to feeling cold I can't provide a large blanket anymore so please bring your own. Please make sure it is clean.

Please attend on your own if possible.

If you are a new client I will email you a Client Information Form so you can complete this before the session. You can print it or email it back to me. As we will both be wearing visors and masks and C19 risk is low at the moment, if you have no objections, I will quickly run through it with you in person before the massage. Otherwise we can contact each other by phone if there is time.

If you feel that my treatments needs to be adapted in anyway we can discuss this before the date of the appointment.

**Appointment Length**

I will only be doing 1 hour OR 30 minute appointments at the moment in order to keep contact to a minimum and to ensure I have enough time between clients to clean.

**Enhanced Hand Washing, Cleaning and Hygiene Methods**

Extra cleaning and hygiene practices have been introduced between client appointments including washing and disinfecting any non porous surfaces inside and outside the room such as chairs and couches and replacing any porous or single use items such as linen or couch rolls.

Please hand wash/use sanitiser more, eg, when you enter the room and after you appointment, before you leave.

Before, during and after the treatment I will also increase my hand washing.

I will not be wearing gloves to massage unless you request it.

### **Toilet**

You may wish to use the toilet, although I would recommend you try to do this at home. Please put the lid down before flushing. The toilets will be cleaned each time someone uses them.

### **A "Walk Through" the Appointment**

On arrival at Birdwell Clinic ring the door bell and then sanitise your hands using the hand sanitiser provided. I will be down to collect you.

Try not to touch anything. You will be using stairs. If you can, walk upstairs without using the rails or touching the walls it's probably better but when you get into the room you can wash your hands anyway.

There will be a chair on which you can sit and put your clothes. Please take off your shoes and put them under the chair. I will go out and you can undress, wash/sanitise your hands, climb on the couch and put the sheet over you as normal.

I will be washing my hands from time to time during the treatment.

I would recommend not chatting or talking loudly to avoid droplet formation. Although don't feel you can't tell me anything necessary.

After the treatment, please leave all the linens on the table, get dressed, put on your shoes and then sanitise your hands.

As on arrival, when leaving I will guide you. If you can, please do not touch anything on the way out as well. I will open and close any doors for you.

### **Payment and Cancellations**

Payment ideally should be made via a bank transfer. Otherwise cheque or cash is accepted. Please put the correct money in an envelope or write out the cheque to "H Payne" beforehand. I don't have a card payment terminal.

Any cancellation fees will be waived if due to signs of ill health of yourself or anyone with whom you have been in contact. Please inform me by text or phone call as soon as possible.

I will also inform you asap if I should need to cancel due to my own ill health or anyone with whom I have been in contact.

Should the occasion be necessary I will contact the NHS Test and Trace and take their advice. This may mean I need to give them certain data about you. You can opt out, although I would respectfully suggest that you don't. I will only pass on your name, telephone number, date you visited and your arrival and departure times. The NHS will ask for my records only if necessary.

If you have any questions please ask : 07900957393      [elspayne@hotmail.com](mailto:elspayne@hotmail.com)

If you would like to access the Govt guidelines use this link:

<https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19/close-contact-services#close-contact-2-1>