

THE TRANQUILITY ZONE'S COVID-19 POLICY:

July 2020

Covid-19 Summary



BOOK ONLINE



COMPLETE
ELECTRONIC
CONSULTATION FORM



CANCEL IF UNWELL OR
SHOWING SYMPTOMS



WAIT IN CAR UNTIL
INVITED IN



REMOVE SHOES
BEFORE ENTERING
ROOM



BRING OWN WATER



WEAR FACE MASK



SANITISE HANDS
BEFORE ENTERING



PAY WITH CARD



ENHANCED CLEANING

The following policy has been compiled from guidance issued by Complementary Therapists Association (CThA), Complementary Medical Association (CMA) and Scottish Government.

Please read the measures below as they have been put in place to ensure that it is as safe as possible environment for you.

Monitoring of health of myself and clients

- ❖ I ask that if you or anyone from your household or anyone you have come into contact with has either been tested positive for COVID-19 or have symptoms as mentioned above then please get in touch immediately to cancel appointment. Your appointment can be rearranged when safe to do so and you will not incur a cancellation charge.
- ❖ I will cancel all appointments for 7-14 days if either myself, anyone in my household or anyone I've come into contact with has tested positive for COVID-19. I will also cancel all appointments for 7-14 days if either myself or a member of my household develops symptoms – continuous dry cough, high temperature or loss of smell or taste. Cancelled appointments will all be rearranged on my return to work.

Enhanced hygiene measures

The following will be undertaken at the start of the day, between clients and at end of day:

- ❖ As previously, wash my hands between clients and applying hand sanitiser before commencing treatment.
- ❖ Changing my tunic frequently
- ❖ Change of towels, blankets, couch covers, face cradle covers (dirty laundry will immediately be put in basket when removed)
- ❖ Used couch roll/disposable coverings will be removed and disposed of.
- ❖ Sanitise the following:
 - Front doorbell & letterbox
 - Door handles – front door, treatment room & porch
 - Light switches – porch & treatment room
 - Massage table/massage chair including face cradle
 - Client chair & table
 - Card machine
 - Toilet area – toilet, sink and door handle

Booking and consultation process

- ❖ Bookings taken as previously – online booking system either via my website or by contacting myself by telephone, email or in person following your appointment.
- ❖ Consultation forms will now be required to be completed online. Even if you have visited before and completed a paper form, an online form is also required (only on your first visit to me after lockdown) to be completed. You will be emailed this before treatment to complete and required to email back to me before your appointment. A COVID-19 form will also need to be completed and sent back to me before each treatment. This information will be held in line with my GDPR policy (you can view this on my website or I can forward you a copy).

Pre-treatment reminders and checks

- ❖ You will receive an email and/or text reminder 24 hours before your appointment. Due to current circumstances I will waive my normal 24 hour cancellation fee if you need to cancel due to you or someone in your household displaying signs of COVID-19 or someone you have come into contact with has tested positive for COVID-19 or any other illness. However, please contact me before appointment to give me notice of cancellation. No-show 100% cancellation fee will remain in place but can be waived depending on circumstance of no show.

Before, during and after treatment

- ❖ Due to the enhanced cleaning procedures that I now have to undertake between clients, I ask that you wait in your car/outside house until I call you in for your appointment. This is to ensure that the treatment space is clean and ready for you so please try to come as close as possible to appointment time.
- ❖ Please come alone to appointment, any additional person will be asked to remain outside (this guideline does not apply to a client who is under 16 years of age or those attending with a carer).
- ❖ You will be required to leave your outdoor shoes in porch before entering treatment room.
- ❖ Please clean your hands with the available hand sanitiser or your own hand sanitiser after entering treatment room and following treatment.
- ❖ All your belongings and clothes can be left on your chair for the duration of the appointment (the chair will be sanitised between each client).
- ❖ Toilet facilities will remain available to clients and will be cleaned between clients if used. My downstairs toilet will now only be used by clients and not by myself or family members. Hand towels have now been replaced by paper towels and a bin provided for disposal of paper towels. My family will also avoid using front entrance whilst I am working.
- ❖ Clients to provide their own water for during/after treatments so I advise you to bring a water bottle with you or have one in car for you to drink following treatment.
- ❖ With regards payment of treatment I ask that you either pay online before treatment either on my online booking system or pay by card on the day of appointment. Cash payments are discouraged but if you can only pay this way I ask that you put the exact amount of cash in the envelope provided in my treatment room.

PPE

- ❖ Advice received from government is that I wear a face shield and must wear a face mask for duration of appointment and I will wear both. Clients are also required to wear a face mask unless specifically exempt from doing so. You will not have to wear a mask during treatment where you are having a back/shoulder massage and you are lying face down.

Restriction on some treatments

- ❖ It has been advised to not offer facial treatments as this is deemed a high risk zone and should be avoided. Therefore, for the time being, I will temporarily not be offering holistic facial treatments or facial/scalp massage during massage treatments.

I may need to make changes as I go along and as guidelines change. I will continue to update my policy to reflect this. I will regularly update my Facebook page, website, online booking system and client database with any changes. Thank you for your cooperation and understanding.

I look forward to seeing you again very soon.

Jenny x