



~ Serenity ~
Sports & Holistic
Massage Therapies

Covid-19 Secure Treatment Protocol

Massage therapists have been given the go ahead to return to work. Therefore, I am now ready to start making appointments. I have made some changes to the process of our session. This is to help ensure both yours and my safety based on the guidance from Government, Professional Bodies and the Public Health Authority in response to Covid-19. Please read the following carefully and if you have any queries, or would like to check anything, please do not hesitate to contact me.

Your Treatment

The last few months have been a time of uncertainty and a bit weird for all of us. Venturing back to do the things we used to do will take time and may feel a little unnerving. You are the heart of my business and I want you to feel as calm and secure as possible. Therefore, I have set out some things that you can expect from me, as we move forward. I am committed to ensuring your well-being is, as ever, at the forefront of my sessions. In order to achieve that, we both need to have some guidelines and expectations in place.

What you can expect from me :

I am in a fortunate position to have two sole occupancy treatment rooms. Please be assured that I will have the highest hygiene standards in place. I have completed training regarding the spread and control of Covid-19 in the work place and I will be following Government, Professional Body and Public Health Association guidelines. I will undertake a daily risk assessment and cleaning check list.

1. I will be wearing PPE. This will include a visor, an apron, and possibly a face cover and gloves, as directed by government/professional body guidelines. These may change over time. I might look a bit strange, but this is for both yours, and my protection.
2. Hygiene protocols of the highest standard. I will ensure sufficient time between appointments so that all surfaces including the massage couch, the chair, floor area and any handles are thoroughly cleansed. This may take extra time as some sprays require to be on surfaces for a length of time in order to actively work. As usual, every client has a complete fresh set of linen/coverings.
3. My treatment rooms will be well ventilated between clients. Windows/doors may be open to ensure adequate ventilation during your treatment. Your privacy will be strictly maintained.
4. I will not treat any client who has not completed the COVID-19 Screening Form. I am unable to treat high risk or shielding clients at this time.
5. I will check my own temperature at the beginning of each working day. If it is high, I will cancel/reschedule appointments.

6. I will be understanding if you feel concerned, or require additional reassurances. Please just ask.
7. I will contact you the day before, or the morning of your appointment to check your current health.
8. I will then contact you 7 days after your appointment, to check on your health and wellbeing.

What I expect from you

1. Honest communication regarding your health and of those in your household. We have a mutual duty of care to each other.
2. To agree to wear a face cover during your treatment, if requested. (There are certain exceptions set out in Govt guidelines). I have these available at £1 each or please feel free to bring your own.
3. Agree to follow the guidance set out regarding hand washing/hand sanitising.
4. Inform me immediately if you, or any of your family or anyone you have been in close contact with anyone with develop symptoms of Covid-19.

What have I put in place to ensure your treatment is safe?

Consultation

If you are a new client, your initial consultation will now take place via the telephone, in advance of your appointment, rather than face to face.

If you are an existing client, there will be a short consultation as an update to see how you have been getting on since our last session. Again, via the telephone or email prior to your appointment.

There will also be a new Covid-19 Screening form for **ALL** clients to complete, regarding exposure to Covid-19.

I will not be able to see high risk, or those clients who are shielding at this time.

All consultation documents can be checked through and signed, when you come for your appointment.

Appointment Procedure

- Please be on time, but not early. Waiting areas will no longer be available.
- If possible, please leave any additional coats/scarves/hats etc in the car if you have driven. Along with any unnecessary bags - please leave in your boot, under cover.
- I will open and close all of the doors for you in the treatment area.
- Please remove your shoes and leave them by the door.
- Your temperature may be taken on arrival.
- Please wash your hands or use the hand sanitizer provided. If washing, please use the paper towels and place them in the bin. The hand washing area is cleansed between each client.
- There will be a sealed container for your clothes. Please ensure any items such as watches, glasses etc are also placed IN this box when you change for your treatment. The storage box is cleansed between each client. Do not leave any personal items on the table, stand or floor. Try to avoid touching any surfaces other than the chair, couch and clothing storage box.

- After your treatment, please re-use the hand sanitizer.
- When leaving the treatment room, I will open any appropriate door for you.

Please note that I will not be offering any facial massage at the present time. Appointment times and duration will also be limited to 60 minutes for the time being, including changing time.

Face to Face Contact Time

Treatment room time will be limited. This means that all consultations and information gathering will take place over the telephone, prior to your appointment. I will have to ask that conversation is kept to a minimum within the treatment room, or just take place during hands on time. I know this is often a large part of your treatment and our chance to communicate, but for the time being I am more than happy to chat on the telephone before your appointment, or afterwards. As you know, my therapy work allows you time to chat, vent or to enjoy your treatment as you like, and it still will be but I am currently following guidance relating to time limits.

Please bring with you :

A pen to sign documents.

Face mask (these will be available at an additional cost if you have forgotten).

Water - I will no longer be able to provide glassware at the present time, but still encourage you to remain thoroughly hydrated.

Payment

BACS transfer is preferred, but I can also accept cash on the day if this is not possible.

Cancellations and Covid Symptoms

If you feel unwell, or have any of the following symptoms please contact me as soon as possible to postpone your treatment :

- A temperature.
- Have been in contact with anyone with Covid-19, or anyone who has displayed symptoms within the last 14 days.
- Any cold/flu symptoms
- A new or persisting cough

These appointments will be rescheduled at a later date.

Last minute cancellations (less than 2 hours' notice) will be classed as no shows and charged accordingly.

No Shows

No shows will be classed as your appointment having been attended and charged at the full price of the treatment.

Prices

I am sure you will understand that self-employed therapists have not been able to work for the last few months. In order to reopen, I have sourced items and PPE which are to ensure your safety and wellbeing whilst in my care. Many of these have been in high demand and costs have sky rocketed. I am also going to be limiting appointment availability throughout the day, in order to ensure time to completely ventilate and cleanse the room between clients. Therefore, I am increasing some of my prices slightly to bring them in line as follows.

Swedish Massage/Back Neck & Shoulders

60 minutes £40 30 minutes £25

Indian Head Massage - £35.00

Warm Bamboo 30 minute Back Massage - £30

These are slightly strange times, but I am really looking forward to welcoming you back to my treatment rooms to relax, restore and revive.

If you have any questions, queries or ponders about any of the above – please give me a call or a message and we can go through things. I want you to feel safe, happy and relaxed.

With all my best wishes,

Jenny Hudson

Sports & Holistic Massage Therapist