

COVID 19 TERMS, CONDITIONS AND PROCEDURES

NHS Test and Trace

To support NHS Test and Trace in England, some organisations in certain sectors of the economy can volunteer to collect the details, and maintain records, of staff, customers and visitors on their premises. Participation in this scheme for both businesses and individuals is voluntary.

Soothicity Mobile Massage fully support and have voluntarily opted in to the NHS Test and Trace scheme for the protection of our clients and therapists and limit the spread of the Novel Coronavirus.

- You have the right to voluntarily opt in or opt out of this scheme while completing your online Covid 19 Questionnaire.
- Just as you have the right to opt out of the scheme, we have the right and responsibility to choose to refuse treatment with us to anyone who chooses to opt out on the basis that the health, safety and wellbeing of our other clients and our therapists is our highest concern.
- If either you or someone you have been in contact with tests positive for Covid-19 or have been contacted by NHS Track & Trace you will inform us.
- We will share your contact information with NHS Test and Trace if necessary, you will need to opt out in writing if you do not wish your details to be shared.

You can find out more about how NHS Test and Trace works, which data they collect and how it will be protected here: <https://www.gov.uk/guidance/maintaining-records-of-staff-customers-and-visitors-to-support-nhs-test-and-trace>

Prior to your appointment

You will be required to complete the COVID SCREENING form online at the latest the day before your appointment. If you are unable to complete the online form, please contact us and we will either help you to complete, or we will complete on your behalf over the phone. We will contact you before your appointment to ask if anything has changed since completing the form and if you are experiencing any Covid-19 symptoms before we attend your premises, or you come to our premises.

Your appointment may be cancelled if we cannot meet these government requirements.

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 had any Covid-19 issues, please complete the consultation form that's online or has been emailed to you. All consultation & consent documents can be signed & given to me on the day or sent via email before the session.

If you are considered a "high-risk" client or you or anyone in your household have been advised to shield, you may want to reconsider having a massage at this time:

<https://www.gov.uk/government/publications/guidance-on-shielding-and-protecting-extremely-vulnerable-persons-from-covid-19/guidance-on-shielding-and-protecting-extremely-vulnerable-persons-from-covid-19>

While Covid-19 is present in the UK the risk of infection the therapist and their clients is going to be possible even with the highest preventative measures in place.

In cases where:

- The Therapist becomes infected or shows symptoms
- Someone within the household of the Therapist becomes infected or shows symptoms
- We are contacted by NHS Test and Trace

We will notify NHS Test and Trace

We will notify Public Health England

We will immediately close our therapy room/cease mobile sessions and self-isolate for 2 weeks or as advised by NHS Test and Trace.

We may cancel all appointments without notice prior to your appointment.

In cases where:

- The client becomes infected or shows symptoms
- Someone within the household of the client becomes infected or shows symptoms
- You are contacted by NHS Test and Trace

You will cancel your appointment should anyone in your household develop symptoms of CV19, are awaiting results of any CV19 tests or are self-isolating under instruction from NHS Test and Trace.

You understand that we may cancel your appointment at short notice.

Preparations for IN HOME Massage

- Please ensure that the space for the massage table has been cleared before our arrival so that we avoid touching your furniture.
- Please consider opening windows (weather permitting) prior to our arrival and leaving them open to allow fresh air to circulate and reduce the potential viral load.
- Please answer the door yourself and keep any other members of your household away from the Therapist/Therapy area, to reduce personal contact and maintain Social Distancing
- It would be preferable if we had access hand washing facilities, however we will have waterless hand cleaner and anti-bacterial gel for our use during your session if handwashing facilities are impractical.
- We will wipe down our equipment before and after your session whilst on the premises.
- We will provide Clean and Sterilised linens for each separate client.
- We are limiting appointment times to no more than one hour per client to reduce exposure times.
- We will wear a facemask to lower the risk of infecting you. If you have a mask and feel comfortable wearing yours, please do so, we will not be offended.

Preparations for TREATMENT ROOM Massage

- We are controlling access to our Treatment Room to one person at a time. You will be required to attend the session on your own as we do not have a waiting room.
- Please arrive 5-10minutes before your session and we will open the door for you.
- The room will be ventilated before and after your session and. we will also use a UV C sterilizer to clean the air as well as all surfaces.
- Please ensure you have completed the screening forms before attending your session.
- There are stairs to our treatment room.
- You will be required to wash your hands or sanitize your hands before getting onto the bed for your session.
- We will also wipe down the surfaces, before, during and after your visit.
- An air purifier will be kept on during your session.
- We are limiting appointment times to no more than one hour per client to reduce exposure times.
- We will provide Clean and Sterilised linens for each separate client.
- We will wear a face visor as per government guidelines. If you have a mask and feel comfortable wearing yours, please do so, we will not be offended.