



## **Protocol for offering treatments & events in line with government guidelines re covid 19**

Untie The String Natural Healing is ready to welcome you to a covid secure space for treatments and courses. The following guidelines and practices have been compiled from the relevant government guidance and from the Reiki Federation Website as well as a Training Certificate I have gained in Covid 19 awareness.

There will be changes to how your treatment will take place and guidelines which you will be asked follow. Guidance is provided below on client and therapist behaviours, social distancing and hygiene as required at the time of scheduling an appointment, a day before your arrival, upon arrival and post treatment. This guidance will be given verbally and in written form with signage and documents on the premises. Please note that if for any reason we are unable to follow these guidelines, this will result in the treatment being rescheduled.

### **Can I book a treatment?**

Some clients will need to wait a little longer before booking a treatment. Particular caution is necessary to protect the elderly, those with other conditions which increase vulnerability, those who are advised by the government to shield, those with family members who are vulnerable and those with family members at home who have symptoms.

To protect others, do not book at treatment or attend a Reiki share or course if you have any of the following symptoms. Stay at home (self-isolate) and get a test.

The main symptoms of coronavirus (COVID-19) are:

- a high temperature – this means you feel hot to touch on your chest or back (you do not need to measure your temperature)
- a new, continuous cough – this means coughing a lot for more than an hour, or 3 or more coughing episodes in 24 hours (if you usually have a cough, it may be worse than usual)
- a loss or change to your sense of smell or taste – this means you've noticed you cannot smell or taste anything, or things smell or taste different to normal

### **Measures to check symptoms**

- Your therapist will take their own temperature daily and also before a client visits.
- If any concerns arise regarding the therapist's health or the client's health in relation to Covid 19, the visit will be cancelled and refunded.

- Clients will be assessed for treatment suitability the day before treatment by text and upon arrival at the practice, immediately prior to treatment commencing. Your time of arrival and departure will also be noted.
- The client will be asked the following questions:
  1. How do you intend to travel to your appointment?
  2. Have you had the recent onset of a new continuous cough?
  3. Do you have a high temperature?
  4. Have you noticed a loss of, or change in, normal sense of taste or smell?
  5. Do you have any cuts to hands that are not covered by a plaster?
  6. Your name and address and telephone number will be requested for track and trace purposes, and your shielding category if relevant.

If any documents require signing, a new pen will be provided and then discarded into a cleaning box

### **Required Measures to prevent the spread of the virus**

Droplets from direct contact with a person who is infected (who may not be showing symptoms) or indirect contact from the environment can spread the virus. Cross infection may occur by skin to skin touch. Secondary infection can occur via an open wound or cut. For this reason, we need droplet and contact precautions in order to prevent the spread of the virus. The following changes to the treatment setting, equipment used and hygiene measures in place are in place.

### **The Treatment setting**

An appointment only system is in operation with several hours between appointments to allow for cleaning. A maximum of 2 clients per day will be seen to allow time for cleaning.

There is no waiting area and clients are requested to arrive no more than 5 minutes before the treatment time. Soft furnishings have been removed from the room. Reading material is not available. Clients are advised to bring their own water bottle.

The treatment room is only used by the therapist and the client. A separate bathroom is allocated for client use and cleaned prior and post treatment.

Home visits to the client require a discussion beforehand about the precautions needed

## **The Equipment**

Appropriate PPE is in place. Your therapist wears a visor at all times. The government has advised that masks are not necessary when visors are available, but a mask is worn if the client requests it. The client may also wear a mask, but this is not necessary during treatment. There is no skin to skin contact.

Gloves can be worn by the client if they are put on after arrival after hand washing. However, government guidelines do not advise use of gloves at the time of treatment. Gloves are available in the treatment room. Any cut to the skin must be covered with a plaster. The therapist's nails are kept short and without varnish and no jewelry is worn.

A disposable Cradle cover will be used for each client if a headrest is used. The wipe clean pillow and the treatment table are cleaned between each client. A disposable couch cover will be used but no other table covering.

Handwashing is frequent and thorough, following a strict procedure, detailed on a poster in the bathroom. Hand soap in hands free dispenser, paper hand towels in a wall dispenser, wipes and hand gel are available to clients in the dedicated washroom.

Separate sanitiser pump bottles will be provided in the treatment room for the client and the therapist. The bottles will be sanitised immediately before and after the treatment.

Disposable tissues will be available in the treatment room and a pedal bin with liner provided for disposal, which will be emptied after the client's visit.

Disposable couch rolls are used once and then folded up and placed in closed, covered pedal bin with waste bin liner inside.

Disposable paper towels and disinfectant cleaner in a spray bottle is used for cleaning of couch and surfaces before and after each visit.

## **The Hygiene Measures**

Cleaning of objects and surfaces that are touched regularly, including door handles, handheld devices, and treatment table is undertaken prior and post visit. All wipeable surfaces in treatment room, hall and bathroom are cleaned before and after each client. Bins have liners and the bins are emptied and cleaned after each client has left the building. There is a record available of what is being done in between clients to prevent spread of the virus.

The area is well ventilated prior to your visit and other doors within the building are kept closed. The front door will be opened before your visit and your therapist will be in the hall waiting for you, so the area is well ventilated and you don't need to knock on the door.

Reiki does not require the client to change clothes or undress but coat and shoes must be removed outside the treatment room. Jewelry other than wedding ring will not be worn by the therapist.

Clients are required to wash hands and use hand gel upon arrival and before leaving. The therapist washes her hands and uses hand gel immediately prior to treatment and after the treatment.

Consultations and case notes will be done before or after the client attends to reduce the time spent in the treatment room and client contact with stationery. Prepayment is requested by email via BACs or Paypal.

Reiki Treatment of the head area will be performed by beaming technique from a distance of 1 meter. The rest of the treatment is hands on but without skin contact. Reiki attunements will be performed Using the gyoshi ho method instead of breath.

### **After your treatment**

Your therapist will open the door for you upon leaving. Your contact details and time of visit will be kept on a visitor sheet for 21 days and you will be contacted in the event of a covid-19 case. You are required to notify your therapist if you or anyone you have been in contact with develops symptoms any time up to 21 days after your visit.

### **Booking a treatment:**

Treatments can be booked by phone or text message 07966 987447

Cancellations will be rescheduled at no charge or refunded less a £10 cancellation fee. Please aim to give at least 24 hours' notice where possible to prevent loss of opportunity for your therapist to work with someone else. If a treatment is cancelled by Untie The String Natural Healing, a full refund will be given.

*Thank you for the opportunity to work with you on your healing journey*

References:

<https://www.gov.uk/government/news/beauty-salons-set-to-reopen-for-some-services-next-week-under-new-government-guidelines?fbclid=IwAR1GJ6YsM7EMn4y22AGMes7GbOrqM>