

# **Coronavirus (COVID-19) Infection Prevention & Control Policy**

**For**

## **Changing Status**

**02/06/2020**

Every one of us has been affected by the coronavirus (COVID-19) pandemic.

I have missed being able to offer you treatments, and I am looking forward to seeing you again as soon as possible after the lockdown has been lifted and it has been deemed safe for me to work.

My priority is to keep you as safe as possible, and prior to re-opening my business I have implemented a number of changes in line with the government guidelines which I would like to make you aware of. During the time Changing Status has been shut, I have completed the COVID-19 Awareness course. I have since made a number of changes in the way that I operate which you will notice when you next visit.

### **Booking Appointments**

If I feel ill or have symptoms of COVID-19, I will self-isolate immediately and not come in to work. This may mean that I have to cancel your appointment at short notice. I appreciate that this may be inconvenient, but it is done entirely for your own safety. If your appointment is cancelled, you will be able to re-book again or ask for a full refund / voucher, if you have pre paid.

If you or any of the people you live with feel ill or display any symptoms of COVID-19 – please advise us as soon as possible and **DO NOT ATTEND YOUR APPOINTMENT**. I have amended my booking terms and conditions and you will not be charged for any appointments which you miss due to illness/ other.

### **Visiting our business**

For your safety and to maintain social distancing, I ask that you attend your appointments as close to the appointment time as possible. Please do not turn up early for appointments as this may mean that you come into contact with other clients who are just leaving.

I have increased the frequency of cleaning within the therapy room, including making sure that common surfaces, toilets door handles etc. are wiped clean using disinfectant products between each client.

All tools and equipment will be disinfected or sterilised in line with the specific manufacturers' instructions for your safety.

Wherever possible we will utilise environmentally friendly, single use items during a treatment that will be disposed of safely after use in order to protect you from cross infection.

You will have hand sanitiser available for you to use when you come into the building.

I will understand and not be offended if you wish to wear PPE such as facemask or wear disposable gloves when you visit and during your treatment if this is appropriate.

Please do not be surprised or upset if I use personal protective equipment (PPE) during your visit and during your treatment. This may include disposable gloves / facemasks / face shields and aprons where appropriate.

Blankets will be used once and stored in a lidded container after each client. In place of a hand towel in the toilet, will be single use flannels, again once used please place in the lidded pedal bin.

I can confirm that the laundering of blankets, flannels and my clothing is a priority and I can assure you that all laundry is washed at 60°C

All disposable items are bagged and safely removed from the treatment area between each client / every day / other

### **My/Our treatments**

I have carried out a risk assessment on all treatments and I am confident that I can continue to provide these safely. I have decided that the following treatments cannot be provided until further notice workshops and group Reiki training. I will be providing training on a one to one basis until further guidance is issued.

## **During your treatment**

I understand the importance of hand hygiene and I will ensure that I wash my hands in accordance with NHS recommendations before the start of your treatment.

I will try to make your treatment as safe, comfortable, and enjoyable as possible. If you have any concerns about your treatments, please let me know and I will do what I can to assist you.

## **After the treatment**

I will continue with two methods of payment, either bank transfer prior to attending or cash. If you wish to pay by cash please place in an envelope before attending. This will enable me to leave it for the recommended timescale.

All of these procedures have been implemented for your safety and mine. I will continue to take advice from the Government and the NHS regarding safe practice and will amend them, as necessary.

Thank you for your understanding.

Kindest Regards  
Debi Dawson  
Changing Status  
01522 868037  
07832345156  
[debidawson@changingstatus.co.uk](mailto:debidawson@changingstatus.co.uk)  
[www.changingstatus.co.uk](http://www.changingstatus.co.uk)