



EQUILIBRIUM
MASSAGE & WELLNESS

Covid-19 Practitioner & Centre Protocol

Our Pledge To You

The measures that we are taking are as follows:

Track & Trace:

The Clarity Therapy Centre displays the QR Code at the entrance, clients are required to Download the Covid-19 APP & Check-In Prior to **EACH APPOINTMENT**

Your Therapist will also be taking your **temperature** upon arrival to your treatment (if this reads at 38 degrees celsius or over this is considered a high temperature and you will not be able to continue with the treatment)

Social distancing:

Therapists request all visitors & clients to follow the government's current social distancing guidelines of a least 1 metre where 2 metres distance is not possible. This includes during consultations and debriefs with your therapist in the treatment room.

Therapists will aim to work back-to-back or side-to-side (rather than face-to-face) whenever possible.

Online Consultation Forms will be emailed to new clients PRIOR to the appointment wherever possible. Otherwise, therapists will complete forms by client's instruction.

Staggering of appointments with a minimum of 15 minutes between each to ensure thorough cleaning, changing and disposing of materials.

Clients are advised to wear face masks whilst throughout ALL treatments.

Treatment times to be reduced to either 45 minutes or 1 hour appointments.

We are operating an appointment only system.

We require clients to arrive ON TIME of their appointment and not early to avoid cross-over with previous clients.

Personal Protective Equipment (PPE):

Equilibrium will provide all PPE, barriers, hand sanitisers and single use items needed during all treatment sessions.

Practitioners will wear appropriate face coverings at all times and dispose of all PPE, single use items and barriers in accordance to health and safety guidelines. Specifically - masks & aprons will be worn by your therapist during.

Personal Hygiene:

Hand sanitisers are located by the front door of the Centre and in the waiting area where hand washing facilities are not available. Hand sanitizers will also be available in Equilibrium's treatment room which practitioners will be required to use before and after each treatment as well as washing hands for 20 seconds minimum frequently during the day.

Disposable paper towels are supplied in the bathroom.

Pedal bins are provided in the bathroom, kitchen, waiting room and therapy suits to prevent the need to touch bin lids.

Practitioners must ensure they cover a cough or sneeze with a tissue, then throw the tissue in a bin and wash hands thoroughly; they must also avoid touching eyes, nose and mouth with unwashed hands.

Cleaning:

We have always maintained a high standard of cleanliness throughout the building. However we have implemented some changes to help minimise any risks.

The communal areas and frequently touched surfaces are cleaned throughout the day.

Thorough cleaning of the treatment rooms before and after each session in accordance with health and safety guidance ensuring durable, disposable gloves are worn when cleaning premises.

These areas include: surfaces such as door handles, light switches, stationery, clipboards, coffee tables, therapist equipment, massage table and massage equipment in the therapy suite.

Treatment couches will be thoroughly covered in disposable and waterproof couch covers with disposable neck pillow covers that will be replaced between each client. Special attention will be paid to the face holes where saliva can collect.

Washing of porous materials e.g. pillowcases, sheets and towels after each client.

Cleaning of the whole premises after each working day by cleaning professionals.

A deep clean was carried out throughout the building prior to reopening and will be organised frequently whilst open.

Client Declaration prior to EVERY appointment

You, the client, are declaring you have not had any symptoms of Covid-19 prior to coming in for your treatment. If you have, please rearrange your appointment for at least 14 days time and quarantine during that time.

Therapist Declaration prior to EVERY appointment

Your therapist declares they have not had any symptoms of Covid-19 prior to entering the clinic and giving treatments. If your therapist has experienced symptoms, they will rearrange your appointment and quarantine sufficiently for 14 days.

Particular attention paid to those vulnerable to Covid-19.

On behalf of the Equilibrium Massage & Wellness thank you for your cooperation. We look forward to seeing you.

Kind regards Georgia Morley

Equilibrium Massage & Wellness