**Natural State Therapies**

COVID-19 Policy

# General

This policy follows guidance published by the government and by the Federation of Holistic Therapists (FHT): <https://www.fht.org.uk/coronavirus>.

The policy applies to all treatments provided by Natural State Therapies, for all clients. It covers both treatments at the Natural State Therapies business premises and when carried out as a mobile service in clients’ homes.

The policy describes how treatments will be carried out in a way that minimises risks of transmission of coronavirus, and will apply until government and FHT advice is that it is no longer required.

For the purposes of this policy, ‘treatments’ are broken down into:

In advance of the appointment

Prior to commencement of the treatment

During the treatment

After the treatment

Follow up to a treatment

# In advance of the appointment

The client will be required to return a completed COVID-19 Pre-Treatment Questionnaire. (Appendix A.)

If answers to any of these questions in the questionnaire indicate that the treatment should not go ahead, the appointment will be cancelled. If the appointment is cancelled under these circumstances, no charge will be made to the client.

The client will be advised that additional hygiene procedures will be in place for the appointment, which the client will be required to follow.

# Prior to commencement of the treatment

## Treatments at NST business premises

In addition to the usual pre-treatment protocol, e.g. use of clean towels, the following will be carried out:

By the therapist:

* + Sanitise:
    - Doorbell
    - Stair bannisters
    - Toilet & clinic room door handles
    - Toilet & basin
    - Toilet light switch
    - Couch cradle
    - Pen
    - Oil bottle / wax pot
    - Hands & arms
  + Provide clean hand towel

By the client:

* + Sanitise hands

## Mobile treatments

In addition to the usual pre-treatment protocol, e.g. use of clean towels, the following will be carried out:

By the therapist:

* + Sanitise:
    - Couch cradle
    - Pen
    - Oil bottle / wax pot
    - Hands & arms

By the client:

* + Sanitise hands

# During the treatment

Government guidance states that therapists should wear a visor during close contact work. There is no additional requirement for the therapist to wear a face mask.

For some treatments, wearing a visor would impede effectiveness of the massage. Under these circumstance, the therapist will wear a face mask instead of a visor.

# After the treatment

By the therapist

* + Wash all towels, coverings, etc.
  + Sanitise massage couch, face cradle & bolsters
  + Record precautions in the treatment notes

# *Appendix A – COVID-19 Pre-Treatment Questionnaire*

# A screenshot of a cell phone Description automatically generated