



**Covid Secure Policy for Remedy Lounge Ltd. at Milton Hall written 1st June 2020 updated 15th June 2020, updated 14th July 2020.**

It is essential that this protocol be adopted by ALL to ensure everyone's safety and minimise the risk of transmission of COVID19.

All Remedy Lounge practitioners are required to read and confirm that they have read the Covid secure policy for Remedy Lounge before attending their first post lockdown booking.

**Practitioners returning to face to face**

As one of our Remedy Lounge practitioners you will already be a member of a professional association. We understand that you are bound by the strict code of ethics and are required to follow their advice. Failing to do this may void your insurance. The professional associations are currently working with the government to provide advice on returning to face to face practice. Part of this advice will be to carry out your own Covid risk assessment. We require each of the practitioners working with us to have done this before accepting this policy. Please use the information in this document to help you. If after reading this document you have any concerns about your practice with us, email us on [info@remedylounge.co.uk](mailto:info@remedylounge.co.uk) and we can discuss your requirements. You will also be required to provide adequate instruction to your clients when attending remedy lounge. You can find a sample client instruction leaflet at the end of this document.

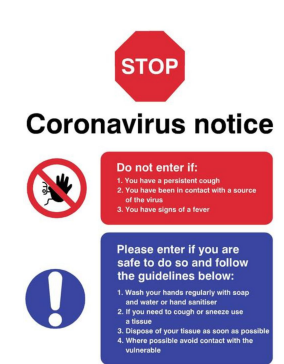
As a practitioner it is necessary for you to observe the track and trace system. You will already have your clients contact details. Please ensure that your client is aware that you may be required to pass on their details. Follow instruction from your professional association regarding consent.

This document will attempt to provide a step by step instruction of the changes we have made in response to our own Covid risk assessment.

**1.1 Entering the building**

You are only permitted to enter the building if you are free from [Covid symptoms](#). Covid symptoms include; a new continuous cough, a high temperature or a loss of, or change in, your normal sense of taste or smell (anosmia). Please observe the [stay at home government guidance](#) if a member of your household has symptoms.

Everyone entering the building is advised to wear a face covering, please ensure that you bring one with you, and remind your clients. This should be kept on in all communal areas. The sign below is displayed at the entrance area to alert all entrants. Hand sanitiser should be used on entry, this has been provided at the front door.



## 1.2 Reception

A one way system has been implemented. This has been indicated with floor markings. Two meter distance hazard tape is in place to indicate where visitors should queue to be attended to at reception. The receptionist will wear a visor for their protection

On arrival practitioners are required to provide a list of their client names and appointment times at reception. When the client arrives, they will no longer need to sign into the building; they will just need to confirm their name on both entry and exit of the building. It is important that we have client names as these lists will now form the fire safety register.

Visitors will be instructed to use the stairs and to follow the one way system. Floor markings will facilitate this. Those who cannot use the stairs will be directed to take the lift. Only one person (or persons from the same household) will be permitted to use the lift at a time.

The reception staff will spray and clean the high contact areas including the lift every hour throughout the day.

Please note we will no longer house practitioner leaflets and business cards at reception.

## **2.1 Toilets**

The toilets will now operate a one in and one out rule. High contact areas will be cleaned regularly throughout the day.

## **3.1 Waiting areas**

In order to minimise the number of people in the building, practitioners should request that their clients attend their appointments alone where possible. They will also advise that they arrive on time to minimise the wait for their practitioner. If your appointments do not run to time please ask your clients to wait outside the building until you contact them to tell them that you are ready.

We have reduced the number of waiting chairs to one per clinic room in order to comply with the 2 meter distance required. Hazard tape on the floor indicates this.. On the third floor we have also turned the chairs to the side as this limits transmission to those moving through the corridor. Windows on the corridors will remain open to increase air flow. We have also exchanged fabric waiting chairs for wipeable materials in order to facilitate regular cleaning.

We have removed the business cards, leaflets and magazines from the waiting areas.

The reception staff will continue to provide instruction to ensure that the clients are directed to the correct waiting chair for their practitioner.

A sign indicating that we have completed our [Covid risk assessment and are Covid secure](#) has been displayed on the second and third floor waiting area.

Hand sanitiser is available throughout the building, please ensure that yourself and your client uses this before entering and on leaving the clinic rooms.

## **4.1 The clinic rooms**

The practitioner should open and close the door for their clients to minimise contact. We have removed water glasses and bottles, and request that practitioners and clients bring their own water bottles and tissues to the appointments.

For talking therapists we have positioned the chairs so that it is possible to sit with a 2 meter distance. Please check the distance and instruct your client where to sit.

Consultation room one and two on the second floor and the massage room on the third floor include a sink. These rooms will include hand wash and paper towels. If you are booked in a room without a sink (TTR1 TTR2 & CR) please ensure that you have hand sanitiser available. There are sanitisers positioned outside of each of these rooms. Practitioners whose discipline requires physical contact will be expected to carry out their treatment in accordance with guidance from their professional association. Please ensure that you have discussed this with Remedy Lounge and received written confirmation that we can support you with this before you make your bookings. This must include the safe disposal of PPE.

**All PPE should be placed in the bin provided in your room, at the end of the session please tie the top of the bag. On the second floor this should be put in the bin in the kitchen. On the third floor this should be put in the bin on the corridor. Please do not leave soiled PPE in the clinic rooms**

We have removed the soft furnishing to enable us to easily clean surfaces. Where possible we have exchanged the fabric chairs for ones with wipeable surfaces. However we have not been able to change the fabric chairs in the clinical room so we have provided couch roll. Please change this between clients and dispose of in the bin provided. Please dispose of this along with PPE.

Cleaning spray and blue roll has been provided for practitioners to wipe the clients chairs/treatment couch in between appointments as required. We request that practitioners wipe the high contact areas before they leave the room and to empty the bin from the room and place it in the large bin in the corridor (particularly when this includes tissues/couch roll and food/drink containers). Fresh bin liners will be available. The cleaning schedule for the rooms with particular attention to the high contact areas has been increased and reinforced.

The sign below has been displayed in the clinic rooms reminding practitioners 'How to stay Covid Secure' during the session

***Practitioners : How to be Covid Secure***

*Follow Government guidelines on hand washing and the use of sanitiser*

*Remind your client to use hand sanitiser before and after sessions. This can be found on each floor at entrance points.*

*Follow the 2 meter distance guidance*

*Open the windows to increase airflow*

*We have removed the water glasses and tissues and request clients use their own to reduce risk of transmission.*

*Use the spray and blue roll to clean high contact areas between clients. Dispose of the blue roll in the bin provided*

*Tie the bin liner and place in the bin in the waiting / Kitchen area after using the room*

*Thank you for your cooperation*

## **5.1 Kitchens**

Please wash the cutlery and crockery before and after use to minimise the risk of Covid transmission. Please return this to the Remedy Lounge cupboard. Please use your own cup and cutlery and store it in your storage space in your usual room where possible. High contact points will be cleaned regularly and cleaning spray and blue roll will be available. The kitchens are for practitioner use only. We have included the notice below in the kitchens.

### **Keeping each other Covid- 19 safe**

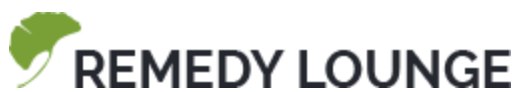
Thank you for agreeing to our Covid secure policy. We are doing our best to comply with Government health advice and we need your support.

Please remember to observe our Covid secure policy in the kitchen area

- Keep your time in the kitchen to a minimum in order to keep a safe distance from others

- The kitchen is for practitioner use only. Please advise your clients to use the hand sanitiser and the washrooms to wash their hands
- Dispose of the paper towels in the bin provided in your room. Paper towels can be found in your clinic room
- Please wash your cups and cutlery before and after use. Thank you for storing them away safely in the cupboard afterwards.
- Please get in touch if you have any concerns, we appreciate your feedback

### ***Appendix 1 :Sample Instruction leaflet for clients***



#### **How we are keeping you safe:** Guidance for Clients attending appointments at Remedy Lounge

We understand how important it is that you can feel 'Covid safe' when returning to face to face appointments with your therapist. We therefore ask everyone who is attending the Remedy Lounge to read and agree to **your 'practitioners Covid-secure policy'**. This is available directly from your practitioner or from the company that they represent.

Remedy Lounge has carried out a Covid risk assessment and removed risk where we can. However, where it isn't possible to remove risks we have taken steps to mitigate them.

- Hand sanitising stations have been installed throughout the building.
- A one way system has been implemented to keep you at a safe distance from others.
- We have used floor markings and signs to remind everyone to follow the 2 meter distance rule.
- Our lift and bathrooms are now 'one person use only'
- Our practitioners will only return to face to face contact if their professional association has deemed it safe. They have agreed to adhere to the strict guidelines for their profession.

- Our practitioners have each carried out a covid risk assessment and will have provided you with any relevant information for your session.
- If you consider yourself in a vulnerable group please discuss any concerns about attending Remedy Lounge with your practitioner, they will be able to guide you.

How we can help each other:

- Please only attend remedy lounge if you have a confirmed appointment
- Do not attend if you are experiencing [Covid symptoms](#). Covid symptoms include; a new continuous cough, a high temperature or a loss of, or change in, your normal sense of taste or smell (anosmia). Please observe the [stay at home government guidance](#) if a member of your household has symptoms.
- Where possible please attend your appointment on your own.
- In order to minimise your time in the waiting area please arrive on time for your appointment and leave immediately afterwards
- Hand sanitiser has been provided on entry to the building. It has also been made available on each floor. Please use before and on leaving the clinic rooms.

We advise the use of face covering in the communal areas of the building.

Please bring your own drinking water and tissues if required during your appointment.