

Background

This policy has been drawn up in response to the current pandemic, using current guidelines and legislation available. All of these additional procedures have been implemented to ensure the highest standard of health and safety for our clients, students and ourselves. We will continue to take advice from the industry, Government and the NHS regarding all safe practices.

Holistic Zones' priority is to keep our clients and students safe, as far as possible, during their visit to us. As we have now re-opened some important changes have been implemented.

During our closure Julie has completed the Barbicide® Certification. The course covers training in proper sanitation and disinfection practices and procedures consistent with the highest industry standards. Also, a course on 'Coronavirus - What you need to know'.

Appointments

If anyone working at Holistic Zone becomes ill or show symptoms of Coronavirus (COVID-19), we will self-isolate immediately. This will mean that we will have to rearrange your appointment at short notice. This may, of course, cause inconvenience, but it is done for your own health and safety. We will rebook your appointment as soon as possible, and you will take priority over any new enquires.

If you or any of the people in your household feel ill or display any symptoms of Coronavirus (COVID-19) please advise us as soon as possible and **do not** come into the practice for your appointment.

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

- high temperature – this means you feel hot to touch on your chest or back (you do not need to measure your temperature)
- 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)
- 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

Most people with coronavirus have at least one of these symptoms.

Visiting Us

For your health and safety please arrive as close to your appointment time as possible, do not arrive early. If you arrive too early you may come into contact with other clients who are leaving.

Infection Control

Increased cleaning of the treatment/training room will take place. This will include all common surfaces such as door handles, etc. These will be disinfected between each client.

All equipment will be disinfected or sterilised in line with specific manufacturer's or industry guidelines for your health and safety.

Where possible we will use eco-friendly, sustainable, single-use items. These will be disposed of according to the supplier's guidelines to ensure you are protected from cross-infection.

You will have access to hand sanitiser upon arrival and we ask that you use this immediately upon arriving and before leaving.

Please do not be offended if we wear PPE (Personal Protective Equipment). This may include gloves, face shield and/or facemask or a disposable apron, this will be dependent on the treatment being provided.

Whilst it is not compulsory, we would request you wear a facemask also, unless the mask will restrict the treatment, e.g. facials. If you choose to wear disposable gloves, we will respect your decision. Facemasks can be supplied at a cost of £1.

Coronavirus (COVID-19) Infection Prevention & Control Policy

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Version 3

We confirm that all reusable equipment such as towels are washed at 60°C with added laundry cleanser to thoroughly ensure 99.99% of bacteria is killed.

All disposable items will be bagged and removed from the room between each client.

During your treatment

We will ensure our hands are thoroughly sanitised as per current NHS guidelines prior to the start of your treatment.

We are confident we will be able to provide our treatments at our usual high standard whilst ensuring your health and safety.

If you have any concerns prior to the start of the treatment please do let us know as we may be able to adapt them slightly in order to put your mind at rest and still provide an enjoyable experience.

After your treatment

In order to avoid handling of cash, we would prefer payment by card for the foreseeable future. If you only have cash, we will still accept it.

Students

For the foreseeable future we will only be providing one to one training.

All students will be requested to comply with this policy as far as applicable for the course they are attending.

All students will be requested to bring a model to the training day, preferably from their own household or social bubble. For reiki training no model is required.

Courses

The procedures in the appointments section apply, and your course may have to be rescheduled, if any of the conditions apply.

Acceptance

By attending your appointment/course, you agree that:

- You have read and understood this policy.
- You knowingly and willingly consent to having services at Holistic Zone during the COVID-19 pandemic.
- You consent for the services to be carried out which involves a staff member of the Holistic Zone team being in physical contact with you with less than 2 metres distance.
- You confirm to your knowledge that you, your household or social bubble have not been in contact with anyone that has had symptoms of COVID-19 in the last 14 days.
- To prevent the spread of the virus and protect each other, you confirm that you will strictly follow Holistic Zone's guidelines.
- If guidelines are not strictly followed, you understand that Holistic Zone has the right to cancel the appointment/course with the full cost of the being charged and any other paid costs being non-refundable.
- You confirm that you release the therapist performing the service and Holistic Zone as a business from any and all liability for the unintentional exposure or harm due to COVID-19.

Review and Queries

This policy will be subject to annual review, or sooner of legislation or regulatory change. Any updates will be communicated to all clients and posted on our website. All queries should be directed to Julie Miller.



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Signed

A handwritten signature in black ink, appearing to read "Julie Miller".

Julie Miller

Founder & Principal Tutor
Holistic Zone

Dated 2 September 2020