**INFORMATION FOR CLIENTS**

Hello and welcome,

Soft tissue therapists are now able to return to work but there will be some changes in how your appointment will proceed in order to continue to prevent the spread of infection. I list below some of the changes you can expect.

Firstly, if you are experiencing any Covid-19 symptoms, please postpone or cancel your appointment. I will be taking your temperature upon arrival and there will also be a consent form to complete regarding your exposure to Covid-19 prior to your arrival. If you are considered a high-risk client, it may not be possible to massage you at this time but feel free to discuss this with me.

If you are a first-time client, your initial consultation will take place via telephone or videoconferencing, rather than during your appointment or a consultation form can be emailed for completion prior to the visit. If you are an existing client there will be a short update consultation, via telephone of videoconferencing, prior to your appointment to discuss your needs and any Covid-19 issues. All consultation and consent documents should be signed and emailed beforehand if possible. Please bring you own pen and water if needed, as I can no longer supply this. If you have a face mask, please wear this but if you don’t, I will supply you with one to wear throughout your treatment. It would also be helpful if you wear clothing which is easy to remove and avoid wearing jewellery.

Please remain in your car or outside and I will collect you at your appointment time*.* Please only bring a chaperone or legal guardian if necessary. Soft furnishings in the practice room will be covered with couch roll and all unnecessary soft furnishings and bric-a-brac will have been removed.

Upon arrival, you will be required to remove your shoes outside of the treatment room, sterilise your hands and enter the practice room without touching anything. There will be a container in which to put your clothes when you undress.

The treatment room will have been thoroughly disinfected and all linen and face cradles replaced for each client. I will be wearing personal protective equipment which includes a mask, face shield, gloves and apron. Do not be concerned about the use of PPE, it will not affect your treatment. *(This information may change).*

The massage will continue as usual, although toughing of the face is still not permitted and unnecessary chatting should be avoided to prevent droplet formation.

When the massage is over, please leave all the linens, untouched on the couch and try not to touch anything as you leave. Please keep your mask on until you exit the premises.

Payment can be made prior to the appointment via Direct Transfer or PayPal. If you have to pay with cash, please bring the correct money and place it in an envelope.

Please note appointments will be spaced further apart than usual (approx. 30 minutes) to enable disinfection of the practice space, therapy table, equipment and facilities.

It may take a while to adapt to the new regulations, however they have been put in place for your and my safety and should not affect the treatment. I look forward to welcoming you back to the practice.