

Health & Safety Protocol for Awaken Inner Sense – COVID-19 August 2020

Due to the current Covid-19 pandemic, Awaken Inner Sense (Karyn Segers) is required to adhere to the following procedures and Protocol to ensure Safety for all clients. Please note these may change over the next weeks/months.

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1. Prior to booking:

Checking COVID-19 risk factors before seeing clients face to face

1.1 Identifying any clients who are at increased risk of infection.

1.2 Screening for COVID-19 symptoms.

1.3 Clarifying when not to treat.

1.1 Identifying any clients who are at increased risk of infection.

1.1.1 COVID-19 'high risk' categories

Client who are in the 'high risk' category which means they will have been contacted by the NHS and are shielding. Clients in this category have been identified as being at extremely high clinical risk of infection and must avoid face to face contact with anyone outside their household for at least 12 weeks following any period of lockdown. They include those who:

- have had an organ transplant;
- are having chemotherapy or antibody treatment for cancer, including immunotherapy;
- are having an intense course of radiotherapy (radical radiotherapy) for lung cancer;
- are having targeted cancer treatments that can affect the immune system; • have blood or bone marrow cancer (such as leukaemia, lymphoma or myeloma);
- have had a bone marrow or stem cell transplant in the past six months or are still taking immunosuppressant medicine.
- have been told by a doctor that they have a severe lung condition such as cystic fibrosis, severe asthma, or severe Chronic Obstructive Pulmonary Disease (COPD);
- have a condition that means they have a very high risk of getting infections such as Severe Combined Immunodeficiency (SCID) or sickle cell;
- are taking medicine that makes them much more likely to get infections (such as high doses of steroids);
- have a serious heart condition and are pregnant.

Clients in this high-risk group will not be treated at this time and will be kept up to date with Government guidance about when it is safe to see them.

1.1.2 COVID19 'moderate risk' categories

Clients in moderate risk group are advised to stay at home and social distance but they are not required to shield.

They include those who are:

- 70 or older;
- Pregnant;
- have a lung condition that's not severe (such as asthma, COPD, emphysema or bronchitis);

- have heart disease (such as heart failure);
- have diabetes;
- have chronic kidney disease;
- have liver disease (such as hepatitis);
- have a condition affecting the brain or nerves (such as Parkinson's disease, motor neurone disease, multiple sclerosis or cerebral palsy);
- have a condition that means they have a high risk of getting infections;
- are taking medicine that can affect the immune system (such as low doses of steroids);
- are very obese (a BMI of 40 or above).

Karyn will assess if the risks associated with treating clients in the moderate risk category outweigh the benefits of treatment before proceeding. If it is safe to proceed, you may be required to wear your own face mask.

1.2. Screening for COVID-19 symptoms and when not to treat

At the time of writing the NHS guidance for symptoms to look out for are as follows:

- High temperature;
- Persistent cough;
- Loss or change to your sense of smell or taste.

1.3 Clarifying when not to Treat.

Karyn will not treat clients face to face if:

- a client is in the high-risk group and is shielding (see section B.1. above for more details).
- a client has COVID-19 symptoms.
- a client is self-isolating or in quarantine.
- a member of a client's household or anyone the client has been in contact with in the last 14 days has COVID-19 symptoms.

If a client or anyone in their household is experiencing symptoms they must not attend the session, They must follow government guidance and self-isolate for a minimum of 7 days if it is them, or 14 days if it is a member of their household. Call 111 for advice about what to do if you or a member of your household experience COVID-19 symptoms. This guidance may be updated so check the advice on symptoms on the NHS website a regular basis.

Clients will also be assessed on whether you have had Covid19 or if any member of your family have/had symptoms when you have self-isolated.

Please inform Karyn as soon as possible if you or a member of your family/household start to develop any symptoms, prior to your appointment.

Please do not attend the premises is you have symptoms of Covid19

2. Upon arrival.

- 2.1 Clients will be asked to wait in your car and will be sent a txt to say you can enter the premises.
- 2.2 Upon entering the premises, Karyn will check your temperature, using a non-touch thermometer and will be asked to use hand sanitiser and must where possible keep 2-meter distance between people, especially if the client is not wearing a mask.
 - If your temperature is over 37.8 degrees, you will not be treated and must return home and self-isolate for 14 days. You can then reschedule your appointment after this time if it is safe to do so.
 - If your temperature is under 37.8 degrees, you will proceed to the treatment room to start your treatment.
- 2.3 DO NOT shake hands or hug the client/therapist.
- 2.3 Karyn will record your temperature in your clinical notes.
- 2.4 Clients will then be taken to the therapy room and treatment will commence.
- 2.5 Once treatment is complete you will be asked to sanitise your hands before leaving the premises.
- 2.6 Please ensure you take with you, your bottled water, towels (If you have brought them with you in a sealed plastic bag).

3. To ensure minimal contamination, all soft furnishing will be removed from the room, these include, towels, blankets, pens etc. Clients are now requested to bring the following items with them to each session, if required:

- 3.1 **As per Government guidelines as of 8th August 2020 all clients are required to wear your own mask/face coverings for the duration of all treatments/sessions/workshops and must keep it on until you leave the premises unless there is a reasonable excuse for removing it. More detailed advice on application of these requirements in different settings can be found in the Government's guidance for working safely.**
- 3.2 Your own bottled water, and ensure you take it with you when you leave the session.
- 3.3 Your own towel/towels (especially for reflexology clients) and take them home with you in a plastic bag. Wash at home at 60 degrees and throw away the bag unless it is washable too. If it is not possible to bring your own towels, please speak with Karyn prior to the session. The couch will be covered with clean couch roll for each treatment.
- 3.4 Bring your own blanket if you require one and follow guidance as above for towels.
- 3.5 If you are paying by cash, please bring payment in an envelope.
- 3.6 Your own pen and writing material if you need to write.

4. Awaken Inner Sense Safety Measures between and during treatments.

- 4.1 The treatment room will be disinfected and thoroughly cleaned prior to and after each treatment, including all hard surfaces such as doorbells, door handles, chairs, couch, table etc.
- 4.2 Karyn is required to wear PPE for all treatments. This includes a face visor and/or face mask, gloves and plastic apron, which will be disposed of safely and replaced for each treatment.
- 4.3 Windows are required to remain open during treatments to allow for ventilation of the room. Please be aware of the potential noise factor, which may affect the relaxation quality of the treatment.

5. Your Confidentiality in the Case of Infection – NHS Test and Trace.

5.1 If Karyn tests positive for the Coronavirus, she will notify you as soon as possible so that you can take appropriate precautions.

5.2 The Government recommends that businesses keep a temporary record of clients they have had in the last 21 days.

5.3 If Karyn or a client test positive for coronavirus, the NHS test and trace service will ask her about people she has been in contact with. The NHS will then contact you to provide support and testing. Therefore, confidentiality will be broken if necessary, for reasons of public interest in the area of public health. If Karyn has to report this, she will only provide minimum information necessary for their data collection and will not go into any details about the reason(s) for our visits. In attending face to face sessions, you are agreeing that Karyn may do so without an additional signed release.