



Guidelines for attending your appointment during the COVID-19

Prior to your appointment

- A COVID-19 Health Check Questionnaire with updated GDPR compliance in it will be sent to you by email for completion prior to your appointment. Please return these no more than 24 hours prior to your appointment.
- My COVID-19 Policy is available on request and can be found on my website.

Attending your appointment

- Attendance is by appointment only.
- If wearing a face covering, please ensure it is clean. A face covering can be provided if you request.
- A pre appointment check must have been carried out via email or telephone before you attend.
- Please attend your appointment alone. If this is not possible, I would ask that the person accompanying you waits in the car. If this person is your carer (or parent/ guardian if a minor) this person can accompany you to provide the support you need. It is expected that this person is required in the therapy area and no separate waiting area is available.
- Please leave your belongings in your car, other than items essential for your appointment.

An entry system has been devised for your safety:

- Please arrive at the time agreed for your appointment. It may not be possible for you to enter the building if you arrive early.
- I will be wearing PPE as per guidelines, as discussed or as necessary for your planned therapy.
- On entry, please remove your outer garments (coat and shoes if safe to do so) and place in receptacle provided.
- Please sanitise your hands on entry.
- Please re-sanitise hands between activities and before leaving.

Other changes made to ensure your experience is as safe as possible

- Drinks cannot be provided during your appointment, please bring a bottle of water if a drink is required.

- As an extra measure I will be ventilating the room before and after the treatment and clients.
- I will be doing my best to maintain social distancing where possible throughout your session with minimal physical contact.

Payment

- Payment can be made by bank transfer preferably before your appointment. Cash payments of the exact amount should be placed in a clear bag or envelope as it will be held 72 hours before being handled.
- Hand sanitiser is provided for use before you leave the building

What I will do between appointments

Following your appointment and when you have left the building a full sanitisation will take place. This will include:

- Stripping all washable items and bagging for laundering.
- Bins emptied and safely disposed of in line with guidance.
- Waste is binned in the correct receptacle as normal.
- Every surface is cleaned and sanitised. This includes the couch, chairs, work surfaces, trolley, door handles and floor.

Following your appointment

Please contact me if you develop symptoms of CV-19 within the 14-day period following your session. It is thought that we can be asymptomatic so you could have been unaware of infection at the time of attending.

My thankyou to you

Thank you for your patience and understanding. I am doing my absolute best to ensure your safety and my own. I am grateful for your co-operation and if you have any concerns, please feel free to contact me via text or email and I will arrange a call back.

I look forward to seeing you soon.

Kelly

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