



COVID-19 Policy

This policy outlines some of the key measures I have taken to reduce the risk of spreading coronavirus (COVID-19). Please note the content may be subject to change as the situation unfolds.

Adhering to guidelines

Throughout the pandemic, I will be doing my absolute best to follow the latest guidelines issued by government, NHS, other relevant authorities, regarding safe and hygienic practise and the use of any personal protective equipment (PPE).

COVID-19 Risk Assessment

I have carried out a full risk assessment, in line with guidance from the Health and Safety Executive (HSE), in order to:

- Identify what work activity or situations might cause transmission of the virus
- Think about who could be at risk
- Decide how likely it is that someone could be exposed and to
- Act to remove the activity or situation, or if this isn't possible, control the risk

Health screening

Prior to seeing any of my clients, I will be:

- Monitoring my own health and deferring appointments if I have COVID-19 or symptoms of COVID-19.
- Contacting my clients 24 hours in advance and deferring any treatments if appropriate.
- Asking my clients to call, cancel and defer treatment on the morning of their appointment if they have a temperature or other symptoms of COVID-19.

Enhanced cleaning and hygiene measures

I have introduced enhanced cleaning and hygiene measures between clients, which includes washing and disinfecting any non-porous surfaces and therapy equipment, such as chairs and couches, and replacing any non-porous or single-use items, such as towels and couch roll. Strict personal hygiene measures will also be adhered to, including regular handwashing/ sanitising.

Adapting or restricting treatments

It may be necessary for me to adapt or restrict certain treatments, in order to reduce the

risk of spreading COVID-19 and protect my clients' health and safety. Any clients likely to be impacted will be advised as soon as possible.

Maintaining social distancing

Please note that while a treatment may involve close contact, I will be observing social distancing measures wherever possible. This might include, for example, maintaining an appropriate distance during the consultation process, and when arriving and leaving for an appointment.

Cancellation's policy

If a treatment is cancelled or deferred at short notice because my client has COVID-19 or has symptoms of COVID-19, any standard cancellation fees will be waived. The client will be asked to kindly confirm in writing that their appointment has been cancelled or deferred because they have COVID-19 or symptoms of COVID-19.

For more information...

I am happy to be contacted to discuss any concerns you have about having your treatment and to meet your needs as best I am able to. Please feel free to contact me via email or text and I will arrange a call back.

Kelly Peacey
Mobile: 0781 6311 062
Email: kellypeacey@gmail.com