

INSIDE OUT

Covid - 19 Protocol For Appointments

HEALTH & WELLBEING

- We are conducting a telephone or email pre-assessment, taking into consideration health vulnerability status and nature of the problem for each and every client to decide whether an online or face-to-face appointment is the best option. This includes completing forms via email, health screening for COVID-19 symptoms and temperature checks (for face-to-face appointments).
- You will need to ring the door bell on arrival to the clinic and wait outside the clinic as our waiting room is currently closed. We will come and meet you at the door and screen you for any symptoms of COVID-19 and take your temperature. Please be patient as we may be finishing with another client and we will be with you as soon as possible.
- We are currently only able to have essential visitors at the clinic, so please come to your appointment alone unless you are under 16 years of age or you require a guardian or translator to support you in your visit. If you would like someone to accompany you then please contact us before you attend to discuss the options.
- Appointments will continue to be 30 minutes or 60 minutes. However we are currently spacing appointments apart to thoroughly clean between appointments and to maintain social distancing rules inside the clinic. This means we are not able to see as many people as normal, so waiting times may be longer than normal. Please ensure you book in advance to secure an appointment.
- We currently are not running any classes or workshops in person at the clinic but are currently running these online. Contact us for further information.
- Face masks are required to be worn at all times inside the clinic (unless you have a valid medical reason not to) so please bring your own face covering.
- All of our therapists and reception staff will be wearing personal protective equipment (PPE) whilst working in the clinic.
- We are continuously monitoring the health of our staff.
- You will be asked to sanitise your hands on arrival and departure from the clinic.
- We have a plastic box available for you to place your personal belongings and any clothes that you remove during treatment. This box is sanitised between clients.
- We will be keeping the doors and windows of the clinic open as much as possible to keep the clinic well ventilated.

- Our cancellation policy remains the same, please give 24 hours notice if you need to cancel your appointment, otherwise there will be a 50% charge. This does not apply to personal sickness, COVID-19 and personal emergencies. If you feel unwell prior to your appointment, that is no problem to cancel and there will be no cancellation charges. We will rearrange once you are feeling better. Do not attend if you have any symptoms of COVID-19 (new continuous cough, high temperature, loss of taste or smell) but remain at home and self-isolate as per government guidelines. We will rebook your appointment after your self-isolation period is complete.
- Currently there is no access to the clinic bathroom or toilet, so please ensure that you are prepared before you enter the clinic.
- We recommend that you arrive with your own water bottle for hydration.
- Please provide your own pen in case it is required.
- Payments for treatments are currently contactless with a debit/credit card or online via BACS payment. We cannot currently accept cash or cheques.

As a clinic we are continuing to maintain stringent hygiene procedures to ensure that we remain a safe, welcoming and comfortable place to visit to enable our clients to feel at ease and reassured that they are in caring hands.

We look forward to see you soon, please contact us if you have any further questions:
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