



# AILEEN PALMER HOLISTIC THERAPY

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## POLICY AND PROCEDURE UPDATES RELATED TO COVID-19 SAFETY

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While COVID-19 is still present in our community, we updated our Policies and Procedures to improve the safety of clients and therapists.

1. We will not accept walk-in appointments. Please make an appointment in advance.
2. The client must sign a Covid-19 Declaration form 24 hours before attending the treatment. On review of the form, the therapist may contact the client to ask not to attend the clinic at this time and will discuss a suitable future appointment.
3. The therapist will ask the following questions:
  - Has the client or a member of their household developed any of the following symptoms: Cough, Fever, Breathlessness, Sore Throat, Headaches within the last 7 days? If yes, the client should contact the clinic prior to arrival of their appointment, to discuss and obtain further information.
  - If the client or any member of their household has recovered from any of these symptoms within the last 14 days, we recommend you call the clinic prior to arrival.
4. Temperature will be taken before appointment.
5. The client must also wear a face mask from the time they enter to the time they leave the clinic.
6. Both practitioner and client must wear a face mask/covering during the treatment.
7. Friends and family of the client are not permitted to wait in the reception area or in the clinic unless they are the client's legal guardian.
8. A container for client's clothes and belongings will be provided which will be sterilised between appointments.
9. Clients and practitioners must wash and sanitise their hands before and after the treatment.
10. There will be alcohol gel available for clients to use in the clinic.
11. High touched surfaces will be disinfected between clients.
12. Tissue and foot pedal waste baskets will be provided to practice good respiratory hygiene and cough etiquette.
13. A break of 30 minutes will be held between appointments to guarantee sufficient time for cleaning, sanitisation, ventilation.

