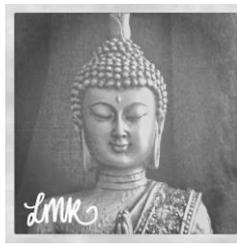




**Complementary
Therapist**



**Laura Kitto
Cliffe Woods
ME3 8HS**

☎: **07795 146117**

✉: lmktherapies@gmail.com

🌐: www.laurakitto.com

POLICY – COVID-19

Adhering to guidelines

Throughout the pandemic, I will be following guidelines issued by the government, NHS, other relevant authorities and my professional association, the Federation of Holistic Therapists, regarding safe and hygienic practice 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), *and undertaken Infection Control training accredited by the FHT*, 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 that of my household*, and deferring treatments if I, *or any members of my household*, have COVID-19 or symptoms of COVID-19.
- contacting my clients in advance of their appointment and deferring any treatments if: they have COVID-19 or symptoms of COVID-19; are shielding; anyone in their household has COVID-19 or symptoms of COVID-19; they have been in close contact with someone who has symptoms of COVID-19 in the past 14 days; they have been contacted by the NHS Test and Trace Service (or their country's equivalent).
- asking my clients to call and cancel / defer treatment on the morning of their appointment if they have a temperature or other symptoms of COVID-19.

Enhanced cleaning and hygiene measures

Whilst cleaning and hygiene have always been and continue to be a high priority, 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 porous or single-use items, such as towels and couch roll. Strict personal hygiene measures will also be adhered to, including regular handwashing/ sanitising, *which has always been standard practice*.

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/or protect my clients' health and safety. Any clients likely to be impacted will be advised as soon as possible.

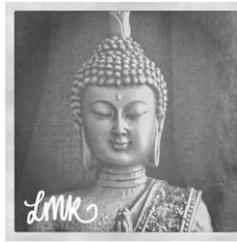


Reflexology – Reiki – Relax
Member of; *The Federation of Holistic Therapists, 195612*
& *Complementary & Natural Healthcare Council (CNHC), CNHC01010*





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Maintaining social distancing

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

Cancellations Policy for COVID-19 Related Cancellations

If a treatment is cancelled or deferred at short notice because my client *or a member of their household, or someone they have come in to contact with recently has COVID-19* or has symptoms of COVID-19, *or they, or a member of their household is required to self-isolate*, 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 *or a member of their household or someone they have come in to contact with, have COVID-19 or symptoms of COVID-19 or that they or a member of their household is required to self-isolate.*

For more information...

I am happy to be contacted to discuss any aspect of your treatment during this time.

Please contact me at: 07795 146117 or lmktherapies@gmail.com

Name: Laura Kitto

Date: October 2021

This policy has been adopted from the FHT template and *tailored (as indicated with italicised text) to LMK Complementary Therapist.*

This policy will be reviewed and updated as required.

Following a temporary closure in March 2020 with the first national lockdown, my business remained temporarily closed for approximately 18 months and I will uphold all appropriate steps to minimise risk to my clients, my family and myself. I trust that my clients will also take appropriate measures to minimise risks associated with covid-19 if they answer 'yes' to any of the pre-appointment questions, (please see detailed Pre-Appointment COVID19 Questionnaire).



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