



Temporary Coronavirus Procedures: Client Information

As part of my effort to ensure the safety of you, and the wider community I have put into force a temporary set of policies and procedures while an enhanced risk of coronavirus transmission is present in the community. These measures will be relaxed as soon as it is safe to do so, and I really value your understanding and compliance during this unprecedented event.

Please ensure you read this document in full and understand its contents; please contact me if you have any questions.

Section 1: Booking Your Appointment

Please inform me at the time of booking if any of the following apply:

- You or anyone you reside with or care for have suffered from any of the below recognised symptoms of, or tested positive for coronavirus within the last 14 days:
 - A high temperature
 - A new, continuous cough
 - Loss or change to your sense of smell or taste
- You have been in contact with a person suffering with any of the above recognised symptoms, or who has tested positive for coronavirus within the last 14 days.
- You have a health condition outlined by public health England which may leave you more vulnerable to contracting or more susceptible to the effects of coronavirus
- You have been told to shield yourself for any other reason in relation to coronavirus
- You are allergic to any cleaning products or materials commonly found in PPE (Personal Protective Equipment) such as latex

Section 2: Before Your Appointment

- You must inform me if any details outlined in section 1 have changed at any time between booking & your appointment
- Your consultation will be conducted in the 48 hours before your appointment to reduce the amount of time spent in the premises

Section 3: Attending Your Appointment

- Please shower and put on clean clothes before your appointment
- Please attend your appointment alone
- To avoid unnecessary social contact please do not arrive more than 5 minutes before your appointment time
- Please bring your own bottle of water & pen
- You will be asked to wash your hands/clean your hands with sanitizer upon arrival & when leaving the premises

- You will be asked to complete a coronavirus questionnaire & declaration up arrival
- **Your temperature will be taken and recorded upon arrival via a contactless thermometer: Unfortunately, if this is measured at over 38 degrees, we will be unable to proceed with your appointment**
- You will be asked to place your clothing & personal items in a container
- You may be asked to wear a facemask for some or all of your appointment, you can bring your own or I will provide this if necessary
- If you have not paid in advance you will be asked to pay via my contactless system using a credit or debit card. I will however continue to accept cash if required

Section 4: After Your Appointment

- You must let me know immediately if:
 - You develop any recognised symptoms of coronavirus as detailed in section 1
 - You are tested positive for coronavirus
 - You learn that you came into contact with a person suffering with any of the above recognised symptoms of, or who has tested positive for coronavirus within the 14 days preceding your appointment

I look forward to seeing you soon and please don't hesitate to ask if you have any questions regarding the procedures outlined in this document.

Kind regards,

Pai Wilson