

TOTAL THERAPY STUDIOS and TOTAL THERAPY HOLISTIC

Corona Virus management processes

Whilst we're pleased to be able to welcome clients back to our premises to take part in classes and treatment, we are keen to reiterate that it is regrettably not 'business as usual'. There are a number of significant processes that we have put in place to minimise the ongoing risk of Corona Virus transmission. These are in line with our risk assessments, which in turn are based upon the latest Government guidelines. We're mindful that some of the processes below are prescriptive and can present challenges, however as a clinical facility we instinctively work within a framework of managing health and safety, and minimising risk. We know that people have had to make a huge number of adjustments for a long time now, however the Corona Virus outbreak is still ongoing. It's vital that we all play our part in ensuring that the situation doesn't worsen again.

Please note that our processes are constantly updated to reflect the ongoing changes. Whilst there have been some legislative changes recently, we have reviewed our risk assessments and processes and we're pleased to say that our procedures still permit safe operation.

We've tried to share some of the context around the processes below, so there's a considerable amount of information. Please take the time to read, and of course if you have any questions, please let us know ahead of time.

Mask Policy

We know that the use of masks and face coverings is a key concern, so we're keen to share the following policy.

- We require all clients to wear face-covering when on the premises in communal areas such as reception, cloakroom, stairs and toilets. This is due to the fact that strict 2m personal distancing may not always be possible, especially in our Carfax site. This policy is in line with Government guidelines, and in many ways is what we're all used to in shops, etc.
- When in the studios themselves, you'll see that these have been sectioned off into stations. As you'll be static in these stations we do not require clients to wear masks during classes. Again, this in line with Government guidelines around social distancing and exercise. If, however, you would like to wear a mask then please feel free to do so.
- Due to the close contact nature of our hands on treatment, we do require all of our therapy clients to wear masks at all time. Please speak to us before your appointment if there are any medical exemptions as to why this might not be possible.

General information

If you are exhibiting any symptoms which are associated with Corona Virus (general feeling of unwell, fever, cough, etc) - or are in contact with someone who has - then please do not attend the studio, and make contact via telephone or email to cancel / discuss.

When moving around the communal areas, we ask all clients to respect personal distancing as appropriate. We do understand that due to the layout of our premises – especially Carfax - this does create some challenges. However, we ask our clients to move through the premises as quickly and efficiently as they can, and crucially respecting the personal space of others.

Hand washing / sanitising remains one of the most effective mechanisms for reducing cross- contamination. Therefore, please wash or sanitise your hands regularly as appropriate.

So what does it look like for our clients who have treatment with us?

Keeping a distance – along with face coverings - is one of the key preventative steps required when it comes to reducing the potential for transmission, however given the very nature of hands-on treatment, this isn't possible all the time. However, we're putting into place a key number of steps to provide treatment to you as safely as we can.

- When you receive your appointment reminder the day before you come to see us, there'll be a few questions which we require you to complete prior to your appointment. These are to confirm that you're not showing any symptoms of Covid-19, are not at a group that is considered high-risk, or recently returned from overseas. We'll need you to respond to these questions over email, in order to proceed with the appointment.
- We ask that clients don't arrive early for their appointments and no more than five minutes before the scheduled time.
- As above, use of face coverings is mandatory whilst in either of our premises. These will be provided if you do not have your own.
- We request that personal distancing is maintained at all times during your visit, so please be mindful of the team and other clients who may be in the premises.
- When you arrive, there'll be hand-santiser/wipes available for use on entry, but you will also be asked to wash your hands prior to any treatment commences. We also ask you to maintain personal distance from the team, and any other clients who are in the premises.
- Your therapist will collect you from reception, and will be asked to wash your hands if you have not already done so, and take you to the treatment room.
- There are some changes to the treatment room, notably the couches. As you can imagine we're following strict sanitation processes between treatments, so to accommodate this we're unable to use the normal pillows and couch covers and towels that we know you enjoy, but will do our absolute best to ensure your comfort throughout the treatment!

Some treatments will require removal of your clothes, therefore we recommend you wear shorts or a vest top under your clothing to ensure that the therapist can access the areas requiring hands on treatment whilst maintaining your modesty and warmth as much as possible. For more sensitive areas please consider whether you want to bring your own towel or covering for personal modesty.

During the treatment session your therapist will also be wearing a face covering and visor, in line with all Government advice currently in place.

Following the treatment, please wash your hands, and return to reception. Here you'll be able to complete payment and rebook as normal.

As you can imagine, we're also following a significant amount of cleaning and hygiene processes, so you can trust the environment is as safe as we can possibly make it for you. All areas are wiped down multiple times per hour, and between clients, so please don't be offended if we wipe something down after you've used it! It goes without saying that our therapists are highly trained when it comes to managing cross-contamination risk, so will be taking all adequate steps.

The above processes are all consistent with the guidelines provided by the UK Government, our governing bodies, and insurance companies. We feel they demonstrate the appropriate level of due-diligence allowing us to provide the required level of service, whilst maintaining a safe environment for you.

Information for our class clients

Whilst we'll continue to provide mats and equipment for the class, we also invite clients to bring their own if they have it. We have removed all 'soft' equipment from the studio that isn't possible to wipe down after use. We will be using the harder blocks for the under head, therefore if you normally require a soft head cushion please bring a small towel or cushion with you.

Small equipment will be available for purchase in the studio from next week, however if you wish to purchase any equipment online we use <https://www.mad-hq.com/> or head 3inch head cushions and covers can be purchased from Amazon.

Arriving for your class

- When attending a class, please arrive in the clothes that you will be wearing for the class. This is to minimise time spent changing, etc. Our windows may well be open more than they usually are in the studio, so please bear this in mind when selecting clothes for your class.
- Please arrive for the class no more than fifteen minutes before the start time. Get ready for the class (removing shoes, coats, etc), and place in the designated areas for both sites. This will be the back cloakroom area for Denne Parade and the cubby holes in reception for Carfax then make your way straight to the studio – there is no need to wait in reception to be collected by the instructor.
- Water will be provided on the premises but no cups will be allowed into the studio, therefore please bring either a refillable bottle or your own water for the class.

During your class

- When you arrive in the studio, you'll see that we have sectioned it off into stations. Each of these have all the equipment that you'll need, along with wipes and individual sanitiser bottles. Whilst everything is wiped down after use, please feel free to wipe it down before you start too.
- When you're in your station, please feel free to remove your mask. Please ensure good mask hygiene, such as storing safely and sanitising your hands after removal.
- You'll note that more windows may be open than usual. We ask clients not to open or close any windows themselves.
- The instructor will reiterate the processes for the class before it begins. They may also check with everyone if they're happy to be approached for correction etc.
- Due to the fact that the instructor will be moving freely between stations to provide correction, they'll be wearing a mask or visor during the class. There may also be cases where they will be sanitising their hands more often than usual, possibly after working closely with you.
- At the end of your class you'll be asked to wipe down your mat or equipment. Please do so as best you can, helping us keep the environment as safe as possible for everyone.

After your class and leaving the studio

It's vital to minimise the numbers of people in the communal areas, and therefore when the class has finished we're requesting the following:

- After the class has finished and you're preparing to leave the studio, please replace your mask before you move out of your station. It's vital that masks are worn in communal areas.
- It's vital that everyone doesn't leave the studio 'all at once' which could cause overcrowding in the common areas. We have allowed fifteen minutes for the class clients to leave the premises, so please work with others allowing a gradual flow from the studio. We are not being prescriptive around this (such as checking two-in, two-out, etc) however we ask everyone to be patient and respectful.
- When getting changed/putting on coats and shoes etc please do this as swiftly as possible so that people behind you who are waiting can leave the studio as efficiently as they can.
- Please leave the premises as quickly as possible, to support everyone else leaving and the next class arriving. We know that there are times when you may want to connect with the team to pay for passes, or discuss other classes that are taking place. We request that this is dealt with online or on the phone to minimise the amount of people in the premises at any time.
- Please contact us immediately if you display any symptoms of COVID 19 within five days of attending a class at the studio.

Phew. We know there's a lot to take in and understand there, and as we mentioned right at the start we know that we have all been making adjustments for some time now. However, for us to be able to open up our classes and treatments again, it's absolutely vital that we do so in the safest way possible.

We're absolutely committed to doing what we can to protect our client and staff, whilst providing the classes and services that our clients ask for. We're keen to strike the balance between robust processes, whilst also understanding that everyone is able to visit the studio being mindful and respectful of the needs of others. We're therefore confident that everyone will work together to ensure a high level of safety for all.

If you have any questions about the information above, then please drop us a quick email to ask.