

## **Hygiene & Covid-19 secure policy at My Natural Clinic**

The safety, health and wellbeing of our clients and therapists remains highest priority at all times. We will therefore implement the highest standards and best practice as indicated in the Government guidance for a close contact business.

### **Our Commitment on Health & Safety Measures**

#### **1 Disinfection, Cleaning and Sanitising. We are Well-prepared to provide a safe, clean and secure environment.**

- By providing PPE required for all the staff
- By provision of hand sanitiser.
- By provision of daily body temperature checks and monitoring the health of our therapists and clients.
- By frequent hand washing and hand sanitation
- By mandatory use of surgical masks and mask shields/visors
- By enhanced disinfection of the treatment rooms and equipment in the therapy rooms after each treatment, and increased sanitization of touched surfaces in the reception.
- By the provision of protective screens which have been installed between the therapy rooms and at the reception desk

#### **2 Keeping social distance**

- By Keeping the doors/windows open in the clinic to promote a clean and well-ventilated environment.
- By Installation of partitions in the therapy rooms.
- By Installation of a plexiglass partition at the reception desk.
- The therapists will escort clients, after temperature and overall health checks, to the treatment rooms.
- Entry to therapy rooms during the treatment will be restricted to staff only, and the client. No visitors can attend a session.

### **3 To avoid the congestion and close contact within the clinic and to maintain social distancing .**

- We will Limit of the number of clients in the clinic at any one time
- We will stagger treatment times to enable social distancing.
- We will Increase the time between bookings to allow more time for cleaning/sanitising the treatment rooms between treatments so that the clinic does not become too crowded.
- By the use floor markings to manage queues

#### **We humbly ask for your kind cooperation on the following:**

- On arrival, we request that you use a mask and hand sanitizers provided and bring your own pen if possible.
- On arrival we will take your temperature with a contactless thermometer to check your temperature.
- If you are a new client, we will ask for your contact details and we may also confirm your contact details even if you are already a registered client (for test and trace)
- We will ask a couple of screening questions
- We will ask you to fill in a COVID-19 screening questionnaire to determine if it is safe for you to visit and to make you aware of the potential risks. It also includes your consent for treatment.
- If possible, please make a payment by contactless. Otherwise, we can also accept cash trays for payment
- We may not have the time slot you normally have because we may have to adjust our opening times to allow for restricted capacity.
- To avoid the congestion, we may have to ask customers to wait outside the clinic.
- Please do not arrive too early for your appointment.

We will commit to continue to review and refine our protocols to comply with guidelines from the government.

We therefore ask you to work with us to follow these guidelines and ensure that the clinic is fully secure. We appreciate your understanding and cooperation to minimise the risk of spread COVID-19.

Please take note of the following requirements and refrain from visiting us if you have any of the following conditions:

1. That you have a fever of more than 37.5 C, or are in poor health
2. That you have been abroad during the last 2 weeks
3. That you have had close contact with someone who has tested positive for the virus, even if they have no symptoms.
4. That you have lost your sense of taste/smell recently.

We really appreciate your ongoing support during these difficult times and promise that you will receive our continued excellent high quality of treatment and service.

We sincerely look forward to welcoming you to the clinic.

My Natural Clinic