

GCMT The Council for
Soft Tissue Therapies



The Resource Pack

A series of examples to
Guide your Return to Work

Version 2. Issued 10 July 2020

ARE YOUR MEMBERS READY TO RETURN TO WORK?

Before you go any further you need to be absolutely sure that your members are ready to go back to work. Legally, mentally, and to be physically prepared...

Has the government given massage therapists the green light? In England, as of 10th July, Yes...

Are they fully insured - both practice and **premises**?

If yes - your members must read the **GCMT** recommendations and guidelines **thoroughly** and fully understand all the implications. Returning to work in these new conditions may be a hugely different experience for them and their clients. No, it is not ideal to have to strip out your practice space, to massage in PPE and to disinfect the whole area between each client – but the essence of the guidelines is your members' and your clients' safety.

It is worth noting that we have been living with the use of PPE in every-day life for several months and people are no longer bothered by it. And clients will respect the need for mutual safety.

These strictures will no doubt reduce as time goes on. The situation is fluid so best to be prepared.

Most important to remember, even with the most stringent of safety standards, one can never be 100% certain – and as they say it “takes just one contact” ...

So, if you are sure – read on...

NB: There is no recommendation currently that therapists upload any track and trace app

For up-to-date info:

GCMT website: www.gcmt.org.uk

GCMT Facebook page: www.facebook.com/GCMTcouncilsofttissuetherapies

PARAMETERS OF THE GCMT RESOURCE PACK

This **Resource Pack** has been developed by the **GCMT** as a resource for assisting our member organisations in making informed decisions around the eventual return to work

It is noted that the **GCMT** represents a range of therapies and practices, so one size may not fit all

We therefore recognise that the content of the pack will need to be adapted to suit specific disciplines such as Sports Therapy and Sports Massage, for example

In these instances, we ask that organisations extract relevant content in line with their practices

For organisations who require further clarification, please contact the **GCMT**

Therapists must not take this document “as written”, but adjust it as guided by their Professional Association - and most importantly by their personal circumstances

WHO CAN RETURN TO WORK - AND WHEN?

In the UK, there are separate regulations for Scotland, Wales, Northern Ireland, and England.

As of 10th July: -

ENGLAND

- Has been given the Green Light to return from 13th July

WALES

- Can return – but not sure when. Waiting for clarity.

SCOTLAND

- Sports therapists, at Level 4 and above, had clearance to commence on 6th July
- As of 8th July, that clearance was revoked

NORTHERN IRELAND

- All therapists and well-being practitioners had clearance to commence on 6th July

THE GCMT RESOURCE PACK – CONTENTS IN BRIEF

OVERVIEW – PAGE 2

- Should I go back to work – environment, government guidelines, insurance

PARAMETERS OF RESOURCE PACK – PAGE 3

CONTENTS – PAGE 4

PRE-PREPARATION – PAGE 5-17

- Quick Guide Return to Work – Page 5-6
- PPE Suppliers – Page 6
- Therapists personal temperature chart template – Page 7
- Example Risk Assessment guidelines – Page 8-17
- Risk Assessment check list template – Page 18
- **NB:** Please note this is an all-aspects risk assessment

CLIENT CONTACT – PAGE 19-24

- Core client guidelines for making a booking. Please adapt as appropriate - Page 19-20
- Client temperature chart – as per therapist template - Page 7
- Client arrival check list – Page 21
- Text for websites, social media – duplicate client guidelines & adapt as required – Page 19-21
- Privacy policy update – Page 22

CONSENT & CONSULTATION FORMS – PAGE 22-24

- Example Client Covid-19 consultation & consent form – Page 23-24
- Example Therapist Covid-19 declaration & consent form – Page 25

SIGNAGE – PAGE 26-29

- Cleaning chart – to confirm venue cleaning between each client – Page 26
- Various texts - doors, entrance, bathroom, practice room, what to do - Page 27-29

YOUR QUESTIONS ANSWERED (FAQ's) – PAGE 30-32

THE GCMT QUICK GUIDE RETURN TO WORK

How to be ready with an Open Mind...

Consider

- Should I / should I not return to work?

First Steps

- Read the full **GCMT** recommendations and guidelines – twice. Be sure...
- Watch the Healwell video – <https://healwell.thinkific.com/courses/back-to-practice>
- Do a full Risk Assessment of your practice space. You may also want to do a COSHH course
- Buy all the cleaning, disinfecting & PPE kit you will require – within above guidelines. Do not forget bins for your practice space and bathroom. Also, one by the front door for masks
NB: Do not over-purchase PPE as you may not need it all

Your Practice Space

- Prepare your working environment – to **GCMT** standards. Be rigorous
- Print off signage and all new documentation. Laminate if possible where required

Documentation required

- All the new documentation included here: risk assessment, privacy policy update, consultation & consent forms, check lists, signage, client & website info

CLIENTS

New information

- Update info on clinic website & social media outlets
- Contact all clients with full information on what will happen when they book next
- Include a temperature chart to complete and make aware of Covid-19 symptoms
- New clients – initial consultation will be via phone or video conferencing, not face to face
- Existing clients – status update & Covid-19 awareness – also via phone or video conferencing
- During the consultation, do a risk assessment of suitability of client for soft tissue therapy

Potential key contra-indications, where you need to assess relevant risk factors

- Pregnancy
- Multiple high-risk health issues, including shielding (clinical extremely vulnerable)
- The elderly – over 70 years of age
- NHS front line personnel and carers
- Anyone who has either had Covid-19 (including post Covid-19 circulatory problems) or been exposed to it

- **NB:** There is a longer list on the Risk Assessment, Page 14. Take a look at this comprehensive NHS website: www.nhs.uk/conditions/coronavirus-covid-19/people-at-higher-risk

It is currently NOT advised to perform massage in the following circumstances:

- Facial – due to wearing a mask, and by putting faces close together
- Office visits – unable to control the environment

Things to remind each client prior to session – if going ahead with booking

- Check their temperature and any possible symptoms. If in doubt, postpone the session
- Bring their own pen, and any signed documents
- Bring their own water
- Bring their own mask if they have one – they can decide whether to wear a mask or not
- What to expect when they arrive

Managing client on arrival – use a check list of instructions or signage if helpful

- Do not touch anything on the premises as they walk in
- Don a mask - before arrival if their own. Inside the front door if not... at the client's discretion
- Take off their shoes
- Wash hands – dry with paper towels and dispose into a lined pedal bin

Managing client on departure

- Leave all linens on massage table – do not tidy or help fold up
- Wash hands
- Put on shoes
- Do not touch anything on exit – still wearing own mask, or leave it at the door
- Preferably the session fee will have been pre-paid

PPE – items for use

- Gloves, apron, mask and/or visor – observe current Government guidance as this will be updated regularly. It is thought the use of IIR fluid resistant masks is recommended
- Perspex screen for receptionist if in a large multi-therapy practice

Suggested PPE Suppliers

- The Massage Warehouse: www.massagewarehouse.co.uk/collections/hygiene
- Medisave, Dorset: www.medisave.co.uk
- Physique: 02392 471346 www.physique.co.uk
- Vivomed: 028 4461 7666 - www.vivomed.com
- Trimbio: 01403 597597 - www.trimbio.co.uk
- Tower Health: 0800 953 1666 - www.tower-health.co.uk
- Canonbury: 01280 706661 - www.canonbury.com

GCMT RISK ASSESSMENT GUIDELINES - EXAMPLE

RISK	ASSESSMENT OF RISK
Before you accept bookings	<ul style="list-style-type: none"> • Have you had the green light to return to work by the Government and your Professional Association? • Have you checked your insurance? • Have you sourced PPE and cleaning equipment? Create a comprehensive shopping list... • Have you taken a COSHH course and feel confident that you are ready?
Taking bookings	<ul style="list-style-type: none"> • Have you completed a pre-session consultation with each potential client? • Have you sent a consultation and consent form by email for completion? • Have you made an informed decision whether to massage or not? • If yes, have you sent a confirmation email with guidance for clients? • Have you booked with sufficient gap with clients either side? • Have they pre-paid?
Client arrival procedure	<ul style="list-style-type: none"> • Where do you want your client to wait before their appointment? Stay in their car until you text / phone them to say you are ready for them? What if they come by public transport and the weather is bad? What if they have a companion? • Key workers to change out of work clothing & shower before coming to their appointment, especially NHS frontline staff • Client to arrive as close to appointment time as possible • Client to leave coats / bags in car if possible (out of sight in boot) • Clients to come alone to their appointment, whenever possible • Client to don face mask / covering if they have one, otherwise there will be one for them inside front door • You should be fully dressed in PPE before the client arrives <p>DOCUMENT ALL THESE DECISIONS and FILE (either in hard copy or electronically, revisit and update regularly)</p> <p>ACTION POINTS:</p> <ol style="list-style-type: none"> 1. source face masks for therapists and clients to use 2. communicate these points to your client database via email, posted letter, phone call just before you return to work

<p>Front door and client greeting</p>	<ul style="list-style-type: none"> • Who is going to open the front door? • If the client is going to open the door then the bell / door handle will need to be sanitised before each client arrives • If they have to use stairs or a lift, all those touchable surfaces will also need to be sanitised before each client arrives • If you are going to open the front door, then a sign should be put on the outside of the door reminding clients to wait until their appointment time and that you will open the door for them • You should advise the client where they should go once in the building. This might be directly into the clinic room, to the bathroom to wash their hands or to use hand sanitiser to disinfect their hands, on arrival and exit. • You should also advise them to remove footwear <p>DOCUMENT ALL THESE DECISIONS and FILE</p> <p>ACTION POINTS:</p> <ol style="list-style-type: none"> 1. make weather-proof laminated signs for front door advising clients of opening / entry procedure and where they should then go once inside the building 2. communicate these points to your client database
<p>Reception desk</p>	<ul style="list-style-type: none"> • If you work on your own, you probably do not have a reception desk • If you have a reception area you have a duty of care to the receptionist. Consider erecting a Perspex screen to protect them from mucus spray as clients speak or cough over them • Receptionists will need face mask / covering, face visor and gloves if touching paper and money. The face visor and screen will need to be washed down each day with some fairy liquid and warm water and reused, but a fresh face mask / covering will be required each day <p>DOCUMENT ALL THESE DECISIONS and FILE</p> <p>ACTION POINTS:</p> <ol style="list-style-type: none"> 1. source Perspex screen, face masks / coverings, face visor and gloves for reception staff 2. communicate these points to your client database
<p>Waiting area</p>	<ul style="list-style-type: none"> • If you work on your own, you probably do not have a waiting area • If you are part of a group of therapists all working from the one clinic, then you need to consider whether all of you can have clients waiting in the one area and them being able to remain 2 metres apart to socially distance • Consider spreading start times so only one client is in the waiting at any time e.g. take bookings for 14.00, 14.20, 14.40

	<ul style="list-style-type: none"> • All magazines, books, plants, and flowers should be removed from the waiting area, anything that could harbour infection • All cushions, rugs etc should be removed. Chairs should be plastic or metal so the waiting area can be quickly wiped down after each client. Or ask clients to simply stand – remove all chairs <p>DOCUMENT ALL THESE DECISIONS and FILE</p> <p>ACTION POINT:</p> <ol style="list-style-type: none"> 1. communicate these points to your client database
<p>Bathroom facilities</p>	<ul style="list-style-type: none"> • Will clients wash their hands in the bathroom when they arrive and before they leave, or will you use anti-microbial hand gel? • The bathroom should be cleaned after each client, especially the taps. Must have pump-action soap. Use paper towels instead of fabric ones. Use foot-operated bin or wastepaper bin so no one touches a bin lid. With bin liner • Can you ensure nobody else uses the room between clients arriving and leaving? • Decide where you are going to place hand sanitiser, once client is in clinic. Inside front door / in practice room? <p>DOCUMENT ALL THESE DECISIONS and FILE</p> <p>ACTION POINTS:</p> <ol style="list-style-type: none"> 1. make signs for toilet/bathroom door advising clients of new cleaning procedures. Create daily cleaning recording sheet 2. communicate these points to your client database
<p>Flooring</p>	<ul style="list-style-type: none"> • If you have lino, tiled or wooden flooring, wash daily • If you have rugs – take them up • If you have carpets, you must consider a washable covering – we have two recommendations. Black vinyl studding or clear slip-mats. The links are on the back pages <p>DOCUMENT ALL THESE DECISIONS and FILE</p> <p>ACTION POINT:</p> <ol style="list-style-type: none"> 1. communicate these points to your client database
<p>Surface areas including desk in clinic/practice room</p>	<ul style="list-style-type: none"> • All surfaces must be kept clear of clutter, books etc., so it is quick and easy to disinfect the whole surface between clients • Clients’ notes should be kept in drawer or plastic folder (so easily cleaned) and not left lying out (GDPR regulations apply) <p>DOCUMENT ALL THESE DECISIONS and FILE</p>

<p>Remove all books, testers, products for sale, posters etc from clinic/practice room</p>	<ul style="list-style-type: none"> The practice room should be cleared of all loose books, posters, products for sale, testers, fliers, business cards etc. Nothing should be left out but instead put away in cupboards, so accessible if required <p>DOCUMENT ALL THESE DECISIONS and FILE</p>
<p>Chair for client</p>	<ul style="list-style-type: none"> Ideally you should have 2 plastic or metal chairs for your clinic space so they can easily be cleaned between appointments - washed with washing-up liquid / sprayed down with anti-microbial cleaner If this is not possible, then couch roll should cover the chair your client is going to sit on. The couch roll should be changed for each client <p>DOCUMENT ALL THESE DECISIONS and FILE</p> <p>ACTION POINT:</p> <ol style="list-style-type: none"> communicate these points to your client database
<p>Storage of client's belongings</p>	<ul style="list-style-type: none"> When clients disrobe where are they going to put their belongings? Where are you going to put your belongings? Ideally source plastic storage containers / laundry basket / bin liner bag that clients can put all their belongings in If a chair needs to be used, then chair should be plastic or metal and covered with some couch roll Containers and chair should be cleaned after each client and couch roll disposed of appropriately <p>DOCUMENT ALL THESE DECISIONS and FILE</p> <p>ACTION POINTS:</p> <ol style="list-style-type: none"> source storage containers / laundry basket / bin liners communicate these points to your client database
<p>Massage couch, pillows, towels etc</p>	<ul style="list-style-type: none"> Will you use couch covers or not? If you use couch covers then they must be replaced for each client, folding carefully. Do you have enough for a full day's work? Source more Sanitise couch after each use, especially around the face cradle Easier not to use couch covers and then to sanitise massage couch after each use, especially around the face cradle A sheet of couch roll can be used around the face cradle to pad area. This should be changed with each client Pillows should have a water-resistant non-porous cover on them which can be wiped down after each client. Pillowcases can be used but must be changed after each client Clean set of towels for each client

	<p>DOCUMENT ALL THESE DECISIONS and FILE</p> <p>ACTION POINTS:</p> <ol style="list-style-type: none"> 1. source more couch covers, couch roll, water-resistant pillow covers 2. communicate these points to your client database
<p>Laundry procedure</p>	<ul style="list-style-type: none"> • After each client, all used couch covers, pillowcases, towels should be put into a lidded container / laundry basket / bin liner, tied, and then put in another room, to be washed later. All materials should be washed at 60°+ or as hot as materials allow. Make sure you wear a face mask and gloves when putting washing in machine. Sanitise container / laundry basket • All couch roll, cleaning clothes and used PPE, face masks and aprons should be disposed of in a separate bin liner and kept in another room. Store for 72 hours before putting into the non-recyclable household bin. Where will this be stored? <p>DOCUMENT ALL THESE DECISIONS and FILE</p> <p>ACTION POINTS:</p> <ol style="list-style-type: none"> 1. purchase rolls of bin liners / black bags 2. communicate these points to your client database
<p>Contact cleaning time for sanitising</p>	<ul style="list-style-type: none"> • Be mindful of contact time for sanitising products (the time wet products must be in contact with the surface can be up to 10 minutes before it is effective). Refer to instructions on cleaning fluid bottles <p>DOCUMENT TIME REQUIRED FOR SANITISERS TO WORK FULLY</p>
<p>Time for full clean of premises</p>	<ul style="list-style-type: none"> • Do a trial run of a full clean and calculate what time you need between clients • We suggest a minimum of 30 mins needs to be left between clients, to ensure cleaning products have time to work properly, before the next client arrives. Ensure your diary / booking system leaves enough time between appointments for cleaning • If you use aggressive cleaning materials or are cleaning a building rather than a room - consider taking a COSHH course <p>DOCUMENT TIME REQUIRED FOR A FULL CLEAN BETWEEN CLIENTS</p>
<p>Ventilating clinic/practice room</p>	<ul style="list-style-type: none"> • Keep practice room well ventilated between clients. Open windows while cleaning. Use an extractor fan • Do NOT use air conditioning <p>DOCUMENT ROOM TO BE VENTILATED BETWEEN CLIENTS</p>

<p>Therapist's hygiene protocols</p>	<ul style="list-style-type: none"> • Jewellery should be removed before coming into work • Therapist to wash hands with soap and warm water (for at least 20 seconds) on entering clinic and then sanitise hands • If travelling to work on public transport, therapist should change into work clothing at clinic. Store travel clothing in a storage box / bin liner in another room. Wash hands again • Therapist should put on face mask / covering before client arrives and wear at all times when dealing with clients • Therapist should open all doors for client • Therapist will get client a glass of water if required but better to ask client to bring their own drink • Therapist to wash hands with soap and warm water (for at least 20 seconds) after each client • Therapist to wash hands with soap and warm water (for at least 20 seconds) after cleaning practice room between clients • Therapist to put travel clothes back on before using public transport to get home • If working from home remove all work clothes after cleaning practice room • Take all work clothes home to be washed in a washable bag / bin liner (see laundry procedure above) • All clothes to be washed at 60° or above to kill virus <p>DOCUMENT ALL HYGIENE PROTOCOLS and FILE</p>
<p>Use of Oils and Wax</p>	<ul style="list-style-type: none"> • Consider use of carrier oil vs waxes. If your preference is wax, rather than double-dip the wax pot – use a wooden spatula or teaspoon. Do not re-introduce either into the pot if you have touched one. • Use small easy to squeeze oil bottles. Have several – use one per each client. Wash out every day with hot soapy water <p>DOCUMENT CHOICE OF OILS and WAX</p>
<p>Personal Care</p>	<ul style="list-style-type: none"> • If you change your top between clients, rather than wear a PPE apron, can you remove it without pulling it over your head? • Have you considered button up tops/shirts instead – as long as they are close fitting? Easier to remove • Does wearing gloves, frequent hand washing and use of disinfectant have an adverse effect on your hands? <p>DOCUMENT PERSONAL CARE METHODS</p>
<p>Client Consultations</p>	<ul style="list-style-type: none"> • Face-to-face consultations should be kept to a minimum amount of time. Instead, carry them out in advance over the phone or via video conferencing • New clients should be sent the new consultation & declaration form, plus the standard consultation document via email a few days before, to be completed and emailed back

	<ul style="list-style-type: none"> Existing clients should also be contacted before their appointment to check on their health, follow up to previous therapies etc., and complete the new consultation and declaration form NB: Note health issues and allergies to assess suitability as a client in view of contraindications Make allowance regarding cancellation fees, should someone cancel at short notice due to Covid-19 symptoms Ask all clients to bring their own pen to sign forms, or have a large supply, which you can either clean or throw away <p>DOCUMENT NEW CONSULTATION PROCESS and FILE</p> <p>ACTION POINT:</p> <ol style="list-style-type: none"> communicate these points to your client database
<p>Booking Schedule</p>	<ul style="list-style-type: none"> Ensure you leave plenty of time between booking clients to enable adequate cleaning & disinfecting time – and to get them in and out of the building. Make allowances for lateness etc <p>DOCUMENT UPDATED BOOKING PROCESS</p>
<p>PAYMENTS</p>	
<p>Taking Payment</p>	<ul style="list-style-type: none"> Consider using direct bank transfer or other electronic methods to take payment prior to each session, to avoid using card machines or cash Cash payments should be put in an envelope and left until the end of the day Electronic card machines should be sanitised between each client <p>DOCUMENT PAYMENT METHODS AVAILABLE TO CLIENTS</p> <p>ACTION POINT:</p> <ol style="list-style-type: none"> communicate these points to your client database

ASSESSMENT OF VULNERABLE CLIENTS – CONTRA-INDICATIONS

New potential contra-indications

People with the following health issues are considered a RED FLAG – and may even need a referral from their GP

- Those shielding vulnerable family members, front-line NHS staff & carers
- Anyone currently receiving treatment for cancer, any serious lung condition, anyone recently post-operative
- Experiencing severe post Covid-19 circulatory complications – DVT, micro-embolisms, CVA or PE
- Aged 70 years or older
- Pregnancy
- Mild heart & respiratory conditions – and suppressed immune systems
- Diabetes
- BMI over 39
- Anyone who has been in contact with someone with Covid-19
- For a more comprehensive list, go to: www.nhs.uk/conditions/coronavirus-covid-19/people-at-higher-risk

Assess each client on their own merit to decide whether to give therapy not. Use your own professional judgement. If you choose to go ahead be extremely strict with hygiene and use full PPE.

NB: You are under no obligation to see anyone. The choice is entirely yours

DOCUMENT REASONS FOR ANY CHANGE – and choice to give massage

ACTION POINT:

1. communicate these points to your client database

MOBILE VISITS

NB: ALL other risk assessment actions listed above should be carried out (where applicable), including Covid-19 screening of client before arrival at venue. You must not enter a home where a household member is shielding, self-isolating or clinically vulnerable. Further information can be obtained from this website [Working in Other People's Homes](#)

- Consider purchasing a car boot liner that can be sterilised
- Ensure you will not meet other household members and there is no one else in the working area whilst you are there

Use of client's bathroom

- Where possible this should be avoided
- Consider taking your own toilet tissue for your use
- Take sealable bag for used PPE and fresh PPE (in a sterile bag) to the bathroom
- Keep on all PPE until you get into the bathroom. Remove gloves and apron and wash hands
- Use toilet, ensuring you close the toilet lid before flushing
- Wash hands and remove mask. Once again, wash hands and replace apron, mask, and gloves

On arrival at venue

- Don mask and gloves. Alert the client that you have arrived. When they come to the door, give them a mask to wear and take their temperature, verbally screen for Covid-19 symptoms
- Take ALL required equipment to the door of the venue without entering (to minimise number of times entering and leaving the venue)
- Only take bedding into the venue that will be used during the appointment (unused bedding must not be subsequently used if taken into the venue, but must be placed into laundry container for washing)
- Don shoe coverings and take equipment into the treatment room and set up ready for treatment without the client in the room. Touch as few surfaces/client belongings as possible including seating.
- Sanitise all equipment as the treatment area is set up. Place all consumables onto a couch roll covered surface.
- Remove mask and gloves used for setting up, placing in a sealable bag and into the larger sealable bag for removal from the venue
- Don fresh mask, apron and gloves and invite the client in for treatment

Following the session

- Place all waste material into a sealable bag, and into further sealable refuse bag
- Place all laundry in sealable bag and place in lidded container to store in car
- Sterilise all equipment before placing outside of the venue
- Once ALL equipment is outside, bid farewell to client. Remove PPE placing in a sealable bag which is placed in larger sealable refuse bag for later disposal
- Put all equipment in the car

At the end of the working day

- Seal bag containing used PPE, date, and store for 72 hours, place in non-recyclable waste bin
- Launder daily. Don gloves and mask, carefully put used linen in the washing machine with as little disturbance of fabric as possible
- Where possible store massage equipment in the car, rather than bringing in and out of your home

DOCUMENT NEW PROCEDURES and FILE (either hard copy or electronically, revisit and update regularly)

ACTION POINTS:

1. Ensure adequate supply of PPE (including shoe covers)
2. Source bin bags/sealable bags for used PPE/waste and laundry
3. Source car boot liner
4. Source laundry container
5. Communicate changes to clients

RISK	ASSESSMENT OF RISK / ACTIONS TAKEN PRIOR TO STARTING WORK	DATE	INITIALS
Before you accept bookings			
Taking bookings			
Client arrival procedure			
Front door and client greeting			
Reception desk			
Waiting area			
Bathroom facilities			
Flooring			
Surface areas including desk in clinic room			
Remove all books, testers, posters from clinic room			
Chair for client			
Storage of client's belongings			
Massage couch, pillows, towels etc			
Laundry procedure			
Contact cleaning time for sanitising			
Time for full clean of practice space			
Ventilating practice room			
Therapist's hygiene protocols			
Use of oils			
Personal Care			
Client Consultations			
Booking Schedule			
Taking Payments			
Contra-indications and assessments			
MOBILE VISITS			

IDEAS FOR INFORMATION FOR CLIENTS

Via telephone, email, e-newsletter, or any communication means

Lockdown has now been relaxed enough and massage therapists have been given the green light to return to work. Therefore, I am now ready to make appointments. There will be some changes in the process both before and during each session, to help ensure both yours and my safety.

Before you leave your home, please check your temperature, and consider if you are experiencing any Covid-19 symptoms: -

- Dry persistent cough
- Temperature over 37.8° Centigrade
- Lack of taste or smell

If yes to any of those questions, please postpone or cancel your appointment.

If you are a first-time client, your pre-session consultation will now take place via the phone or video-conferencing – rather than face to face. And/or a consultation form emailed for completion prior to the visit.

If you are an existing client there will be a short update consultation – to see how you have been since pre lockdown and whether you have any Covid-19 issues. Also, via phone or video conferencing.

There will also be a consent form to complete regarding exposure to Covid-19. If you are considered a high-risk client, it may not be possible to massage you at this time. (If appropriate, add list of high risks for the client to see).

All consultation & consent documents can be signed & brought on the day or emailed beforehand. Please bring your own pen if you need one.

Please also bring your own water – so we do not use any glassware.

Please wear easy to remove clothes. You will be given a container in which to put them when you undress. Please avoid wearing jewellery as this makes the process simpler.

When you arrive, you will be required to take off your shoes, wash your hands (drying them with paper towels) – and walk into the practice room without touching anything.

You may wish to wear a mask

If there are soft furnishings in the practice room, they will be covered by couch roll. Cushions and soft furnishings will have been removed.

The massage table will have been thoroughly disinfected and the linens are all clean.

The therapist will be using PPE - personal protective equipment – until the requirement relaxes. The apron may be replaced with a button up top, but they will wear gloves and a visor. Being massaged in gloves is not unpleasant – you will barely feel it.

NB: This information is likely to change as the situation regarding use of PPE is fluid

The massage will then continue as per usual, though would recommend not chatting to avoid any possible droplet formation.

When the massage is over, please leave all the linens, towels on the table. Please do not fold up or help tidy. Put your clothes back on and exit again without touching anything.

You may also wish to use the bathroom and wash your hands again before you put your shoes back on.

If the mask is yours please wear it until after you have exited the clinic. If not, then leave in a bin at the door.

Payment ideally should be made prior to the appointment via Direct Transfer or PayPal to avoid touching card machines or money.

There will be an approximate 30-minute gap between clients, to enable disinfection of the practice space, therapy table and equipment, hallways, and bathrooms etc, with enough time to dry and take effect.

NB: this information can also be added to your website.

CHECK LIST FOR CLIENT ARRIVAL

(ADD OR SUBTRACT DETAILS AS APPROPRIATE)

DATE:

CLIENT NAME:

ACTION	COMMENTS	YES	NO
Pre- consultation complete			
Confirmation of no symptoms			
Decision made to massage or not			
Schedule with 30-minute minimum gap from previous client			
Pre-paid			
Confirmation email with what to expect sent			
Consent forms signed – on-line			
Brought own pen & water			
All external areas cleaned			
Practice space cleaned			
New linens			
Wearing clean clothes & PPE			
Client clothes container ready			
Mask set inside front door			
Sanitiser & paper towels in bathroom			
What else?			

PRIVACY POLICY FOR WEBSITES - ADDITIONAL PARAGRAPH

When massage sessions resume, there will be an additional declaration form to complete stating that:

- a) There has not been in contact with anyone with Covid-19, in the last 14 days, to your knowledge
- b) There have not been any symptoms: - dry cough, temp over 37.8°C, loss of smell and/or taste
- c) Should the client contract the virus you must inform the therapist as soon as possible
- d) Depending on timing we may need to contact other clients possibly affected, and to self-isolate.

There will also be a signed declaration from the therapist stating the same declaration

All first-time and follow-up consultations will be carried out either on the phone or via video conferencing rather than face to face

NB: There is no variation required to your GDPR policy statement. However, there is a relevant clause on the consent form regarding any tracing app

CONSULTATION & CONSENT DOCUMENT – SPECIFIC COVID-19 SCREENING

FULL NAME				
FULL ADDRESS				
POST CODE				
EMAIL ADDRESS				
MOBILE NUMBER				
TESTING				
Have you had a Covid-19 test: if yes, when?	YES		NO	
Are you registered on any track & trace app?	YES		NO	
Have you been in contact with anyone with Covid-19 symptoms?	YES		NO	
SYMPTOMS - Are you experiencing any of the following?				
Severe breathing difficulties or chest pain	YES		NO	
Difficulty in waking - or confusion	YES		NO	
If yes to any of the above call 999				
Fever	YES		NO	
Previous symptoms getting worse: cough	YES		NO	
Sore throat or runny nose	YES		NO	
If any of the above, the advice is to self-isolate for 7 days. Family self-isolate for 14				
Chills or headache	YES		NO	
Painful swallowing	YES		NO	
Muscle & joint ache	YES		NO	
Fatigue or exhaustion	YES		NO	
Loss of taste or smell	YES		NO	
If any of the above, the advice is to self-isolate for 7 days. Then taking a test will be necessary. Call 119				
Shortness of breath or difficulty lying down due to chest issues	YES		NO	
If any of the above, contact your GP or call 111				

If you have had Covid-19				
When did you test positive and is the self-isolation period over?	YES		NO	
Are you still experiencing symptoms: if so, what?	YES		NO	
Do you have any of the following health issues?				
High blood pressure or other heart condition	YES		NO	
Diabetes Type 1 or 2 – if so, which?	YES		NO	
Cancer	YES		NO	
Lung condition	YES		NO	
Any other conditions – please list:				
Have you?				
Recently arrived in the UK?	YES		NO	
Recently been hospitalised, for other than Covid-19?	YES		NO	
If so, why – please describe:				
Are you?				
An NHS front line worker	YES		NO	
A carer – home or care home	YES		NO	
Shielding a vulnerable adult	YES		NO	
Pregnant – how many weeks?	YES		NO	
Over 70 – will you have a companion with you?	YES		NO	
Allergic to latex gloves or cleaning products – please specify	YES		NO	
SIGNED				
<p>I solemnly and sincerely declare that the information I have provided is true and correct and I make this solemn declaration conscientiously believing the same to be true. If any person should suffer as a result of the information being found to be untrue and false, then I am aware I can be prosecuted for making a false declaration.</p> <p>If either I or someone I have been in contact with tests positive for Covid-19 or have been contacted by a tracing app I will inform you.</p> <p>Full name:</p> <p>Date:</p>				

THERAPIST DECLARATION & CONSENT FORM – COPY FOR CLIENT

FULL NAME	
FULL ADDRESS	
POST CODE	
EMAIL ADDRESS	
MOBILE NUMBER	
I do not have Covid-19 to my knowledge	
I have/ have not been tested for Covid-19	
The test was negative	
I take my temperature every day	
I have not been in contact with anyone with Covid-19, to my knowledge	
I am/am not connected to a tracing app	
If either I, or a client, tests positive for Covid-19 I will inform you immediately	
SIGNED	
I solemnly and sincerely declare that the information I have provided is true and correct and I make this solemn declaration conscientiously believing the same to be true.	
If any person should suffer as a result of the information being found to be untrue and false, then I am aware I can be prosecuted for making a false declaration.	
Full name:	
Date:	

SIGNAGE

The use of signage, particularly in the first few weeks back at work, will help both you and your clients get used to the changes.

Our recommendation is to print them off as A4 sheets and laminate them. Then attach to the doors.

We have given you a couple of templates to create your own specifically relevant to your practice. We have used the GCMT logo, to which you can add your own to personalise them. Particularly if you work in a multiple therapy venue.

The cleaning chart is a reminder to you to clean between each client – but also to show each successive client that it has been done. Tick and record the time for each action.

- CLEANING CHART
- SIGNAGE TEMPLATE

SUGGESTIONS

- PLEASE WAIT – YOU WILL BE ADMITTED WHEN YOUR APPOINTMENT STARTS
- PLEASE WALK RIGHT IN
- PLEASE DON'T TOUCH ANYTHING
- PLEASE TAKE OFF YOUR SHOES
- PLEASE WASH YOUR HANDS & DRY ON PAPER TOWELS
- PLEASE PLACE YOUR CLOTHES IN THIS CONTAINER
- BATHROOM
- PRACTICE ROOM

CLEANING CHART
ONE FOR EACH DAY (*amend as appropriate*)

ITEM	TIME	TIME	TIME	TIME	TIME	TIME	TIME
Outside doors							
Inside doors							
Reception area							
Bathroom							
Stairs / lift							
Massage table							
Face Cradle							
Chairs							
Desk / table							
Clothes container							
Flooring							
Fresh linens							
New oil container							
Fresh couch roll							
Fresh cradle cover							
Room aired							
30-minute gap between							
AT THE END OF THE DAY							
Bins emptied							
Laundry							
Complete cleanse daily							

PLEASE TAKE OFF YOUR SHOES

THEN WASH YOUR HANDS



TEMPLATE

YOUR FREQUENTLY ASKED QUESTIONS

FLOORING AND CARPETED AREAS

If you are clearing cushions and covering upholstered furniture with couch roll – the carpeted areas will require the same clinical approach.

We suggest you take up all rugs and lay either of the following mobile flooring on fixed carpets. This would be for walk in and the changing area. Anywhere a client might step.

- Black rubber matting: www.floor mats.co.uk/circular-studded-rubber-matting
- Clear plastic runners: www.amazon.co.uk/gp/product/B076M65PHW

ISSUES AROUND PPE

There are so many questions here - and everyone has their own interpretation. But we need to look at the bigger picture. Yes, it is a nuisance to wear PPE, but we are in the middle of a pandemic and whether we like it or not, safety is paramount.

The government guidelines are a minimum standard and if used, will be consistent with your insurance companies' requirements. GCMT's recommendation - based on the current usage for osteopaths - is to wear full PPE for vulnerable clients or practitioners. This ensures as much safety as possible for you and for your clients, and to reassure clients who may be uncertain for their safety. This means gloves, apron, visor – and mask. Use your common sense and consider the risk the client poses, or risks the practitioner pose for that client.

You are required to wear a visor, plus a mask as well if you wish. Your client can choose whether to wear a mask or not.

With aprons and clothing there are several variations you can try. Ideally an apron per client, then it's easy. If you have very few clients, fresh clothing per client is OK – but you must be able to take the top off without pulling it over your head and touching your face, arms & hair in the process. Most recommended clothing is button up shirts/t-shirts – as long as they are short sleeved.

With gloves, again, there is concern that wearing them will compromise the massage. On the contrary, gloves these days are surprisingly sensitive, and you can feel everything through them. The client will have almost no awareness – or none - that you're wearing gloves. You just need enough oil to stop friction. Yes, repeated hand washing is vital - especially **right up to the elbows** - but stick with the gloves whatever.

TRACK & TRACING

- Which apps are available?
- Do I have to use an app?
- I have an issue with these apps and data retention.

At the moment, there is no working app available. When there is one we will provide the details. However, the manual track and trace system is working and records of clients' name and contact details should be kept for 3 weeks

TEMPERATURE TAKING

This is moot. Ideally your clients should be responsible for their own temperature taking, and you can provide a chart for them to complete. As in many pubs now, you can take their temperature on arrival. Government guidance does not insist on temperature taking, so use common sense and do what is right for your own risk assessment.

As we can't diagnose, we can only show whether there is fever or not. This is very much up to you how far you wish to go.

CARE HOMES

- I work in a care home & I have been asked by the management to massage the patients. They say I am covered by the care home insurance.

Look for alternative methods with a similar outcome. It is unlikely you will be doing much other than hands and feet. Holds can be equally as effective. No facial work.

COSHH

- Should I take a course?

It is a recommendation and worth doing. They will cover not only cleaning substances and cleaning protocols, but also how put on and take off PPE properly.

There are many on-line courses ranging in price from £10 to £25. The one below is free.

We recommend: www.ahgonlineacademy.com/course?courseid=therapists-health-and-safety

CONSENT FORMS

The questions in the consent forms in this document are all suggestions - with the exception of the final clause where you sign, which is a legal must. You can add or subtract as you wish. These are additional questions.

- Can we create a combined consent form that both client & therapist sign? Yes of course
- Do we complete a new consent form for every client visit? Yes, or adapt the form so they sign it each time.

WORKING FROM HOME

Complete a risk assessment, looking at areas the client will pass through, and the room used. Respond to those risks by following the government guidelines. You need to ensure that you have all risks covered if you work from home. Abide by government guidelines regarding visitors to your house. And make sure your insurer knows you are back to work.

HOME AND MOBILE VISITS

Perform a full risk assessment, and abide by the government guidelines

MANAGING SESSION TIMINGS AND COSTS

- I have bought lots of PPE and other items. Should I charge more – build it into my session fees?
- How do I budget for the pre-session consultations?
- Do I give a 45-minute massage if I have done a 15-minute consultation on-line previously?
- Should I give a shorter massage for safety reasons?

All these choices are up to you. What you feel comfortable doing, and whether your clients will react positively.

It has been recommended that should a client cancel at the last minute, as they might have Covid-19 symptoms, you don't charge a cancellation fee.

BAME

- Are there any specific or additional guidelines?

No. If you wear full PPE and are diligent with your cleansing protocol, you have the same level of protection as everyone else.

CLEANSING

- Tea tree – is it safe to use?

Stick to government guidelines regarding sanitisers

- Do we have to use bleach? I can't stand the smell

Use appropriate sanitisers that are effective against coronavirus

- Can I cleanse the air and space with frankincense...?

Ventilation is the best way to clean the air of the clinic space. Open a window/door.