

**Rocks n Rituals - Covid 19 Policy
Health & Safety
& Face to Face Client Policy**

Please be assured that Rocks n Rituals is taking every precaution we can to mitigate client and practitioner risk of COVID 19 Infection.

Please read the following information carefully.

Practice Procedures

Online bookings are still available at this time, however you will be asked to complete an online pre-treatment questionnaire in advance of your appointment and so 48 hours notice is now required for all online bookings to facilitate this being completed in time for your session. You may also book via telephone or email and the questionnaire will be emailed to you.

The [COVID 19 pre treatment questionnaire](#) includes the following questions: -

- Have you returned from abroad or been in contact with anyone who has Covid 19 in the past 14 days?
- Do you feel unwell?
- Do you have a fever?
- Do you have a new, continuous cough, ie: repeated coughing for more than an hour or 3 or more coughing periods in 24 hours?
- Loss or change to your sense of taste or smell?
- Have you been in contact with anyone who has a cough or temperature?
- Have you been asked to self-isolate?
- Are you in the high or moderate risk category *?

If you answer Yes to any of the above questions we will be in contact with you before your appointment. Please ensure that you answer all questions honestly.

* The 'high risk' category means clients who have been contacted by the NHS and are shielding. Clients in this category have been identified as being at extremely high clinical risk of infection and must avoid face to face contact with anyone outside their household for at least 12 weeks following any period of lockdown.

They include those who:

- have had an organ transplant;
- are having chemotherapy or antibody treatment for cancer, including immunotherapy;
- are having an intense course of radiotherapy (radical radiotherapy) for lung cancer;
- are having targeted cancer treatments that can affect the immune system;
- have blood or bone marrow cancer (such as leukaemia, lymphoma or myeloma);

- have had a bone marrow or stem cell transplant in the past six months or are still taking immunosuppressant medicine.
- have been told by a doctor that they have a severe lung condition such as cystic fibrosis, severe asthma, or severe Chronic Obstructive Pulmonary Disease (COPD);
- have a condition that means they have a very high risk of getting infections such as Severe Combined Immunodeficiency (SCID) or sickle cell;
- are taking medicine that makes them much more likely to get infections (such as high doses of steroids); and/or
- have a serious heart condition and are pregnant.

Under the guidance from our Regulator, the CNHC, we are unable to treat clients in this high risk group in a face to face environment. We can provide distance healing sessions and online consultations only. If you fall into this category but have been told that you no longer have to shield then please let us know and we will ensure additional PPE is worn to protect you if you decide to come and visit us in person.

The 'moderate risk' group includes those who are:

- 70 or older;
- Pregnant;
- have a lung condition that's not severe (such as asthma, COPD, emphysema or bronchitis); • have heart disease (such as heart failure);
- have diabetes;
- have chronic kidney disease;
- have liver disease (such as hepatitis);
- have a condition affecting the brain or nerves (such as Parkinson's disease, motor neurone disease, multiple sclerosis or cerebral palsy);
- have a condition that means they have a high risk of getting infections;
- are taking medicine that can affect the immune system (such as low doses of steroids);
- are very obese (a BMI of 40 or above).

People in the moderate risk group are advised to stay at home and social distance but they are not required to shield which means if you fall into this group, you can visit us for your session, however please ensure you let us know you are in this category so we can ensure your health and safety.

Client Procedures

We are asking clients to follow the following procedures:

- To arrive on time and wait either in your car or in the driveway until we come to call you in;
- To consent to having your temperature taken with a non-contact thermometer before entering the premises;

- To answer pre-screening COVID 19 survey questions before your appointment;
- Not to attend if you have been in contact with Covid 19 in the last 14 days or if you are symptomatic - please see our cancellation and rescheduling policy;
- To attend appointment by yourself;
- To wear a mask for the entire visit if you fall into the high or moderate risk group and if you do not fall into this group, you can use your own discretion as to whether you wish to wear a mask. Please bring your own mask if possible however if you do not have one, a disposable mask will be provided for you;
- To wear comfortable clothing and to remove your shoes before having your treatment;
- To bring your own blanket for comfort and warmth;
- To bring your own bottled water as we are unable to provide this for you;
- To consent to washing your hands and using hand sanitiser before entry to the treatment room; and
- That only card payments, payment links or bank transfer can be used to pay to avoid contact with cash.

PLEASE CONTACT US IMMEDIATELY IF YOU DEVELOP COVID 19 SYMPTOMS WITHIN 14 DAYS OF TREATMENT WITH US.

Cleaning Measures

- 30 minute spacing between appointments has been implemented to allow time to clean and air the treatment room and bathroom area;
- All surfaces will be cleaned and therapist PPE changed between appointments;
- The bathroom will be cleaned after each use;
- All common areas and touch points will be cleaned after each patient visit;
- Card payment machine is cleaned before and after each use;
- The treatment room will be ventilated between clients; and
- No towels or blankets are available but clients are welcome to bring their own. Couch roll will be used and the pillows are wipeable and will be disinfected and clean linen applied for each session.

Source of Advice and Adopted Practices

These measures have been put in place after attending several professional advice webinars and deploying recommendations from the following:

The World Health Organisation

Complementary & Natural Healthcare Council

The Reiki Guild

The Reiki Council