

INFORMATION FOR HOME THERAPY CLIENTS

Touchenergy is delighted to now be able to resume our home therapy service offering various therapeutic sessions to calm, ease and balance your mind and body, which are needed now more than ever. We've been working hard to identify and reduce risk and exposure to Covid-19 for all involved, in line with Government, Professional Association and Insurance guidelines for Close Contact services.

These changes are outlined below and do please get in touch if you have any questions

CONSIDERATIONS BEFORE TREATMENT

- If you or anyone in your household is considered high-risk, it may not be possible to massage or visit your home currently, or without medical consent, however so you don't miss out, Sharon is offering various treatments and sessions to you via phone or video (see below). Please do call as people are finding the tips and tools gained really helpful in managing their own stress and wellbeing.
- We cannot enter a home where a household member is shielding (restriction easing on 1 August 2020), or if indeed anyone is self-isolating. Please check latest health advice (link below) to inform your treatment decision and please be aware that Government guidelines can change at short notice which may also affect treatment.
<https://www.nhs.uk/conditions/coronavirus-covid-19/people-at-higher-risk/whos-at-higher-risk-from-coronavirus/>
- There is a new 2 page **Consultation process including a Covid-19 Screening & Declaration form** that you need to complete before each session to check health risks and exposure and agree treatment suitability so that our contact/talking time is limited at treatment. This can be done together by phone or videocall with the Declaration read and signed at our appointment (with your own pen!), or where possible emailed so that you can print, sign and return before your appointment. Do let your therapist know if you'd like a copy.
- **24 hours before treatment**, your therapist will be in touch to check the following questions and if there are any changes. You agree to call or text and cancel or postpone your appointment if you answer YES to any of these and cancellation fees (if applicable) will not be charged for late cancellation if you have:
 - Dry persistent cough
 - Respiratory or flu symptoms including fever, chills, sore throat, fatigue, muscle aches, or shortness of breath
 - Temperature over 37.8° C/ 100°F – if possible, please check your temperature
 - Change or loss in taste or smell
 - Travelled abroad or been in contact with anyone who has tested positive to COVID-19 or has possible symptoms, in the last 14 days, or you have been contacted by an NHS test & trace service

Your therapist is recording her temperature daily and undertakes to contact and advise you immediately if answering YES to any of the above questions herself and will not rebook until 2 negative Covid-19 test results and any self isolating period (7-14 days).

TREATMENTS & NEW VIRTUAL SESSIONS OFFERED

- No face treatments at present as this is still deemed high risk, we want to keep you and yours safe!
- Where it is not possible to visit your home, one to one treatments or group sessions can be booked as below via phone or videoconferencing so please contact Sharon to book or discuss further.

HOME VISIT CLOSE CONTACT TREATMENTS with Sharon, Sarah, Andrea or Carol (1 CRISP voucher per session)
➤ Reflexology, Back/Body/Aromatherapy massage, Indian Head Massage (no face contact), Reiki
NON CONTACT SESSIONS with Sharon at home, by phone or videocall (1 CRISP voucher per session)
➤ Chair based movement, Wellbeing & Relaxation Sessions, Mindfulness, Reiki, Self Massage & Reflexology
NEW ONLINE UNFURL GROUP SESSIONS/COURSES with Sharon via Zoom (1 CRISP voucher for 3 sessions)
➤ Relaxation, Chair based movement & Mindfulness classes starting September 2020 (various times).
➤ 6 week Unfurl courses coming soon – Mindfulness, Stressbusting, Intros to Reiki/Movement/Massage/Reflex

WHAT TO EXPECT FOR HOME VISITS

- Your therapist will contact you when she's arrived and turn up wearing PPE as appropriate and required depending on treatment & assessed risk. The apron may be replaced with a button up top, and gloves will be worn when working with skin contact, a face visor and IIR medical grade mask will be worn. Being touched in gloves is not unpleasant – you will barely feel it.
- You may be asked to wear an IIR medical mask when answering the door and keep it in place until you are face down on the bench, or we are socially distanced, depending on treatment. Sitting and face up treatments require a medical grade mask or if for any reason you're unable to wear one, please let us know beforehand.
- You will be asked to use your own towels, clock or chairs where possible depending on treatment.
- Please ensure the therapist does not come into contact with anyone else in your household during the visit
- Therapist will bring her own water, leave shoes/coat at the front door and then straight into the treatment space to set up. She will only enter the treatment room or bathroom space (please leave door open to reduce contact points needing to be sanitised).
- Ideally the windows and/or back door will be open to allow good airflow and ventilation throughout the cleaning and treatment. Air conditioning should not be used.
- Any equipment brought will have been thoroughly disinfected, but once set up, will be cleaned again as per new cleaning protocols and checklist, then set up as appropriate with clean linens. On bathroom or handwashing visits, all contact points will be also be sanitised.
- We will have chatted on the phone 24 hours before your appointment, so any Consultation forms will be signed (using your own pen), hands sanitised, any gloves donned, then the treatment will continue as usual, though we have to avoid general chatting to avoid droplet formation and positioning maybe a little different as we avoid close face contact.
- When the massage or treatment is over, please leave all the linens, towels (if not your own) on the table. Therapist will place it all into a bag then disinfect any equipment and dispose of waste. If we are using your towels, please remove and place them directly in the washing machine and wash at 60°C.

PAYMENT

- Prepay via BACS wherever possible by arrangement or cash in an envelope for collection on leaving.
- Photos or a digital copy of valid CRISP vouchers can be taken or sent by email or phone showing the number and expiry date, or these can be left in an envelope for the therapist to collect on leaving.

We hope all this is clear, but please do feel free to contact your therapist with any questions or if you need further reassurance on what we are doing to safeguard health, and we look forward to working with you soon!

Very best wishes

Sharon Bull MMTI, ITEC Dip, Grad.IPD, Cert.Ed
founder of touchenergy
complementary therapies, coaching and workshops for health & wellbeing