



Practitioner COVID-19 Policy Document

Returning to Work

Practitioners must complete the online Woolpit Complementary Return To Work Form, providing adequate supporting evidence in the form of a personal risk assessment, copy of insurance and professional guidelines.

Practitioners must read this document and follow guidance from both their governing body and Woolpit Complementary.

Failure to comply with the above will result in not being able to practice from Woolpit Complementary. If there are technical barriers with providing documentation, practitioners must speak directly with Emma Harvey Lawrence, who will be able to advise accordingly.

Booking Process

As before, it is advised to check room availability before confirming an appointment with a client or patient.

Practitioners must ensure the following when confirming a booking:

- Clients are asked to wear a mask on arrival.
- Clients must fill out the Woolpit Complementary Screening Form online prior to their appointment. Alternatively, the practitioner can do this over the phone on a client's behalf, using the same form or they must – as a last resort – complete on arrival:
<https://www.cognitofrms.com/NutritionCreative1/woolpitcomplementaryscovid19screeningsurvey>
- Clients must be aware that they will have their temperature checked on arrival.
- Clients must be aware that there is a designated page on our site called COVID-19, should they have any questions regarding our H&S policy.

Practitioners must ensure that a **screening for COVID-19 is ongoing for future appointments** within their consultation process.

Bookings

Woolpit Complementary hours are temporarily changing to 9am-**7pm** Monday – Thursday, 9am – 6pm Friday and **closed on Saturdays**, Sundays and Bank Holidays.

Treatment room bookings will be restricted to **three practitioners at any one time**. This may result in **usual contracted hours being unavailable**.

Practitioners must ensure that there is at **least 15-mins between appointments** to allow for cleaning and airing of the room.

The Centre will ensure that there is a **30-minute change over between therapists**.

Clients must come alone or have **guests wait in the car** for the duration of the appointment where possible.

Cancellations

It is advised that cancellation policies are revised to allow flexibility and assurance that it is possible to cancel an appointment without incurring a cost.

Woolpit Complementary will not enforce a cancellation policy for the time being and will be reviewed on a monthly basis as of 06.07.2020.

Step by Step

On Arrival

- Practitioners must wear a mask.
- Be aware of a 3 person maximum capacity within reception and wait outside if there is already visibly the maximum number of persons within the room.
- Wait for your temperature to be checked by reception – with a remote device.

Appointments

- Practitioners must stay in their room as much as possible to avoid crossover in corridors.
- The client / patient will be sent to your room by reception.
- Practitioners must clean as per the cleaning protocol within the room as provided for between appointments and after the last appointment.

Common Areas

- Defined as the corridors, reception and kitchen.
- Please avoid these areas in order to avoid crossover.
- Conversations should be conducted in treatment rooms or reception area while adhering to 2m social distancing.

Toilet Facilities

- Practitioners and clients are asked to help with cleaning after personal use.
- If the toilet is in use, do not wait within the corridor.
- If your client would like to use the toilet facilities but it is engaged, please advise them to wait in the treatment room or reception, only if the maximum capacity is not met.

Kitchen Facilities

- The kitchen is not available for food preparation.
- Clients can only be provided with water within a single use cup.
- Hot beverages are permitted for practitioners but the kitchen and crockery used must be cleaned after use.

PPE

Practitioners must have their own stock of PPE specific for their practice, as per their professional guidelines.

Woolpit Complementary has a small stock of single use **gloves, masks and aprons**. This is for **emergency use only**, where PPE is either forgotten or unobtainable.