

# Our COVID-19 Policy

Please carefully read the following Policy in relation to COVID-19.

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By:

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If you have any queries in relation to this Policy please contact:

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## Introduction

This policy outlines some of the key measures we have taken to reduce the risk of spreading Coronavirus (COVID-19). Please note the content may be subject to change.

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## Adhering to Guidelines

Throughout the pandemic, we will be following guidelines issued by the government, NHS, other relevant authorities and my professional association, the Federation of Holistic Therapists, regarding safe and hygienic practice and the use of any personal protective equipment (PPE).

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## COVID-19 Risk Assessment

We have carried out a full risk assessment, in line with guidance from the Health and Safety Executive (HSE), in order to:

- identify what work activity or situations might cause transmission of the virus;
- think about who could be at risk;
- decide how likely it is that someone could be exposed; and to
- act to remove the activity or situation, or if this isn't possible, control the risk.

## Health Screening

Prior to seeing any of our clients, we as therapists will be:

- Monitoring our own health and deferring treatments if we experience any COVID-19 or symptoms of COVID-19.
  - Contacting our clients 24 hours in advance and deferring any treatments if: they have COVID-19 or symptoms of COVID-19; are clinically extremely vulnerable and shielding; anyone in their household has COVID-19 or symptoms of COVID-19; they have been in close contact with someone who has symptoms of COVID-19 in the past 14 days; they have been contacted by the NHS Test and Trace Service and told to self-isolate.
  - Asking our clients to call and cancel and defer treatment on the morning of their appointment if they have a temperature or other symptoms of COVID-19.
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## Enhanced Cleaning and Hygiene Measures

We have introduced enhanced cleaning and hygiene measures between client sessions, which includes washing and disinfecting any non-porous surfaces and therapy equipment, such as chairs and couches, and replacing any non-porous or single-use items, such as towels and couch roll. Strict personal hygiene measures will also be adhered to, including regular handwashing / sanitising (a hands-free antibacterial soap dispenser and disposable paper towels dispenser are now in place in the treatment room as well as a pump-activated hand sanitising station).

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## Adapting or Restricting Treatments

We have listed the therapies currently available on our COVID-19 website page as well as placed these in a separate category in the Fresha online booking system (external to our website) – they will be listed here under the category “COVID Compliant Treatments”. We are restricting treatments to 45 minutes or less, with one hour maximum stay in the treatment room as part of our risk assessment to reduce the contagion risk.

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## Data Capture & Security

The majority of our forms are now to be completed electronically or over the phone (if the latter is a preferred option for those not so IT literate). Links to consultation forms (new and existing) as well

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as the COVID-19 assessment form are likewise available to download and complete from the COVID-19 page of our website.

We ensure that all our data is protected in line with GDPR guidelines and that we are now registered with the ICO.

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## Maintaining Social Distancing

Please note that while many treatments involve close contact, we will be observing social distancing measures wherever possible. This might include, for example, maintaining an appropriate distance during the consultation process, and when arriving and leaving for an appointment.

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## Cancellation Policy

If a treatment is cancelled or deferred at short notice because our client has COVID-19 or has symptoms of COVID-19, any standard cancellation fees will be waived. The client will be asked to kindly confirm in writing that their appointment has been cancelled or deferred because they have COVID-19 or symptoms of COVID-19.