

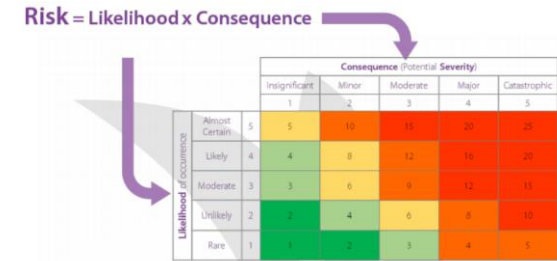
RISK ASSESSMENT FOR THERAPY ROOM AT HEALTH CENTRAL, HOLIDAY INN CARDIFF NORTH

Company Name: MindBody Oasis (Business Owner: Esther Apoussidis)
Location: Treatment Room, Health Central, Holiday Inn, Cardiff North, Merthyr Road, Tongwynlais, Cardiff CF15 7LH
Compiled by: Esther Apoussidis & Angela Green
Date: 04/08/2020
Date of Next Review: 04/11/2020

PROCESS STAGES

Back/Leg Massage (also relevant for Foot Reflexology)

1. Prep/Clean Room for Treatment
2. Greet & Accompany Client to Therapy Centre
3. Consultation Review
4. Treatment
5. Post-Treatment Review
6. Return Client to Hotel Exit



Hazard	Process Stage	Who is at risk, how and when?	Outset Risk (see Matrix)	Control / Prevention Measures	Post Control Risk	Responsibilities	Action by when?	Done checklist
Lack of ventilation / Air pollution of virus	3, 4, 5	Therapist and client by breathing in stale, contaminated air	9	1. Install and operate air purifier prior, during and in between treatments 2. To enhance efficacy of purifier, use with antibacterial essential oils prior, during and after treatment 3. Spray environment (treatment room and downstairs reception area) with Suma Bac D10 disinfectant 4. Open door to treatment room	2	Business Owner / Therapist Therapist Therapist Therapist	Purchase prior to re-opening Operate as instructed Upon occurrence Pre and post treatment Pre and post treatment	Completed / As and when As and when As and when As and when
Contact duration >1 hour / Cross Infection	2, 3, 4, 5	Therapist and client - the longer the contact, the higher the risk of cross-infection	12	1. Request that client arrives no more than 5 minutes before appointment time 2. Restrict duration of treatment to 45 minutes 3. Ensure booking calendar reflects new treatment duration 4. Restrict time with client to 1 hour maximum	3	Therapist / Client Business Owner Therapist	Communication prior to booking and upon confirmation of booking Prior to re-opening Upon occurrence	As and when Completed As and when
Surface contamination / Infection	1, 3, 4, 5	Therapist and client through touching of exposed, contaminated surfaces	16	1. Spray, wipe or mop down all visible surfaces (porous and non-porous) with Suma Bac D10 disinfectant (follow cleaning routine)	2	Therapist	Pre and post treatment	As and when

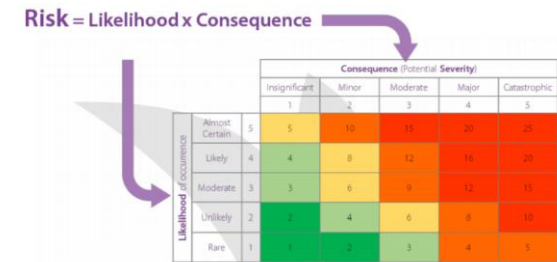
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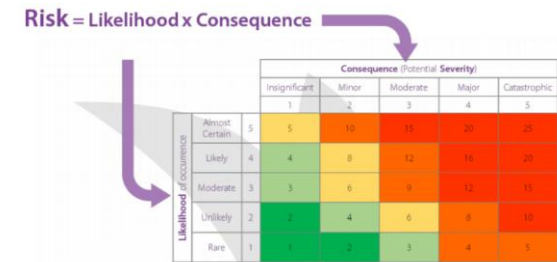


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				2. Double wipe-down of all door handles and tap faucets, soap/sanitiser pumps appropriately enclosed containers after use (follow cleaning routine) 3. Removal of all non-essential soft furnishings and use washable covers of anything that cannot be removed 4. Remove all ornaments / clutter from surfaces to reduce surfaces prone to contamination. 5. Provision of plastic storage boxes with lids to store client belongings whilst treatment in progress. 6. Boxes to be sanitised between treatments. 7. Single use of towels and immediate removal from premises via placement in enclosed laundry basket (outside of treatment room) 8. Change couch roll after use, immediately dispose of used roll in appropriate manner (sealed waste container outside of treatment room)		Therapist Business Owner / Therapist Business Owner / Therapist Business Owner / Client Therapist Therapist Therapist	Pre, during and post treatment Pre-opening Pre-opening Pre-opening; during treatment Between treatments Pre and post treatment Post treatment	As and when Completed Completed Completed / As and when As and when As and when As and when

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				9. Minimise contact between hotel staff, therapist and clients by instructing clients to show no more than 5 minutes before treatment and to wait in ground floor reception until collected by therapist. 10. Ensure client attends alone for appointment (unless under 18 or if the client requires a carer - separate COVID questionnaire to be completed)		Hotel Management / Therapist / Client Therapist & Client	As required On booking and pre-treatment	As and when As and when
Hand contamination / Infection	1-6	Therapist and client by not thoroughly washing or sanitising hands/lower arms	16	1. Install hand sanitisation stations at hotel and spa entrance, in disabled toilet and treatment room 2. Wash hands and lower arms with antibacterial soap minimum of 20 seconds or thoroughly apply hand sanitising gel before and after treatment or in the case of accidental contact with the face of self or client or of accidental contact with the client's hands 3. Ensure clear written instructions are provided and visible for all hand sanitisation stations and sinks in appropriate areas with additional verbal clarification and communication on hand sanitisation practices	2	Hotel Management / Therapist Therapist / Client Hotel Management / Business Owner / Therapist	Prior to re-opening As required Prior to re-opening / Ongoing	Completed As and when Completed / As and when

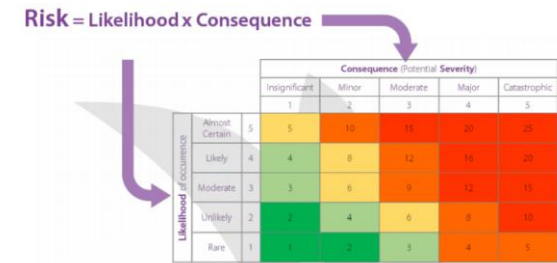
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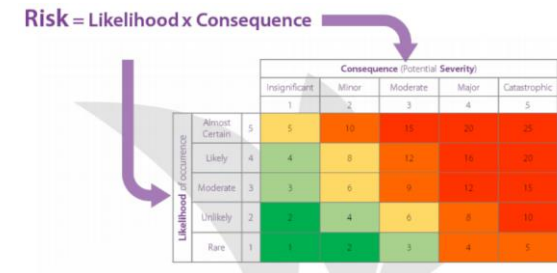


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Face contamination / Infection	1-6	Therapist and client	16	1. Wear COVID-19 appropriate face visors (therapist) and masks (clients)	3	Therapist & Client	Pre, during and post treatment	As and when
	2-6			2. Avoid contact with client's face and hands; massage on legs and feet only when client in supine position		Therapist	Pre, during and post treatment	As and when
Client / Close contact / Infection	2-6	Therapist and client	16	1. Pre-complete COVID-19 and consultation forms remotely via online forms, email/phone call	3	Therapist & Client	Prior to appointment	As and when
				2. Client to bring and use own pen when signing forms		Client	At end of treatment	Yes
				3. Payment to be made remotely, via cashless system or if cash (paid in envelope)		Client	Remotely via electronic means prior to appointment or after appointment if using card machine/cash	Pre-appointment
				4. Wear PPE (therapist - gloves (optional), visor and also face mask (latter if preferred), disposable apron; client - face mask)		Therapist & Client	During treatment	As and when
				5. Wear fresh, clean uniform		Therapist	Daily	Daily
				6. Minimise conversation time in room (see 1 above) to minimise spread of saliva droplets		Therapist & Client	During treatment	As and when
				7. Update booking calendar and make treatments available for feet and body from neck down only		Business Owner / Therapist	Before re-opening	Done

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				8. Modify treatments to make as safe as possible; currently to avoid any part of the body neck up, until guidelines are revised		Therapist	During treatment	As and when
PPE and other waste / Cross-infection	1	Therapist	16	1. Placement of PPE and other waste in sealed double bin bags 2. Disposal of sealed waste bin bags	2	Therapist Therapist	After each treatment Once a day or when 2/3rds full	As and when Daily / as and when
Feeling unwell / infection	Pre-opening/Pre-treatment	Therapist / Client	16	1. Therapist to not attend practice and refer bookings to fellow colleague or cancel as appropriate 2. Client to re-arrange appointment or cancel and re-book when well or symptom-free	1	Therapist & Client Therapist & Client	Pre treatment Pre treatment	As and when As and when
Client with Covid-19 or who has been in contact with someone who has	2, 3	Client / Therapist through contact pre, during and post treatment	20	1. Ensure client pre-completes COVID-19 Client Questionnaire / Declaration to check that client is not symptomatic 2. Ensure client takes temperature on day of treatment. Therapist to check and if not taken by client, to take client's temperature immediately prior to treatment.	6	Therapist & Client Client & Therapist	Pre treatment Pre treatment	As and when As and when
Vulnerable clients	Booking stage	Clients	16	1. Assess vulnerability per consultation form and determine if treatment can proceed. If yes, book appointment first in line.	4	Therapist	Pre treatment	As and when

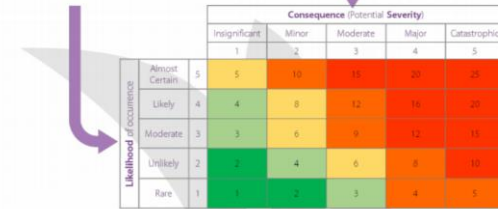
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Risk = Likelihood x Consequence



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	2-6 Booking stage	Clients Clients recovering from Covid-19		2. Apply additional PPE (face coverings/aprons/gloves) 3. Medical clearance required prior to treatments because of increased risk of blood clots.		Therapist & Client Therapist & Client	Pre and during treatment Pre treatment	As and when As and when
Clinically (extremely) vulnerable clients	Booking stage	Clients who have received a letter advising them to shield or organ transplant recipient clients, those undergoing any active cancer treatment or any immunosuppression therapies, those with respiratory conditions, those with SCID or homozygous sickle cell.	20	1. Obtain clearance with GP consent prior to any treatment. Written evidence required. Alternatively, decline to treat.	6	Therapist	Pre treatment	As and when
Infection Incidence	Anytime	Therapist or Client	20	1. Advise any confirmed cases of COVID-19 amongst client/therapist/hotel staff. 2. Compile list of people who attended the therapy centre on that day. 3. Contact all on list to inform them of infection incident. 4. Inform Test & Trace	9	Hotel Management / Therapist / Client Therapist Therapist Business Owner / Therapist	Upon incident As soon as possible As soon as possible As soon as possible	As and when As and when As and when As and when

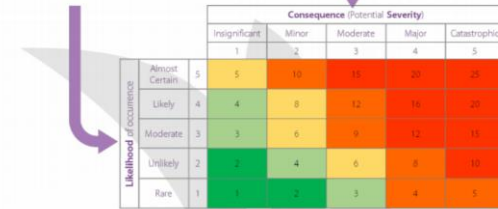
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Lack of COVID-19 awareness resulting in increased risk of infection	Anytime	Therapist	25	1. Undergo accredited training on Coronavirus / COVID-19 in the practice	1	Business Owner / Therapist	Pre-opening	Completed
Lack of client communication and procedural awareness leading to increased risk of infection	Pre-opening, pre-booking, post-treatment	Therapist and client in case of possible exposure to COVID-19	20	1. Email all clients of new COVID-19 procedures and policies	2	Business Owner	Pre-opening	By 15th August 2020
				2. Provide instructions on new COVID-19 compliance practices upon confirmation of booking		Business Owner / Therapist	Pre-treatment	As and when
				3. Publish all new guidelines, policies and COVID-19 compliance instructions on website and social media and have available hard copy of policy/risk assessment on the premises		Business Owner	As soon as possible	By 15th August 2020
				4. Follow up via email with client 7 days post treatment to check for any development of COVID-19 symptoms		Therapist	7 days post treatment	As and when