



# Wood View

SPORTS MASSAGE & HOLISTIC THERAPIES

## Coronavirus COVID-19 Client Safety Questionnaire & Advice Statement

The safety of clients is a top priority of Wood View Sports Massage & Holistic Therapies. To prevent and slow the spread of COVID-19 and reduce the potential risk of exposure to both clients and therapists we are conducting a simple screening questionnaire. Your participation is essential to help us take precautionary measures to protect all parties. In line with government advice and sector best practice this form should be completed electronically and returned within 24 hours of an appointment. Your attention is drawn to our cancellation policy that is available on our fee structure flyers and on line at [www.woodviewtherapies.co.uk](http://www.woodviewtherapies.co.uk)

Thank you for your understanding and co-operation in this matter.

Client Name: \_\_\_\_\_

Client Phone number: \_\_\_\_\_

Therapist: \_\_\_\_\_

Declaration by client:

1	To the best of your knowledge have you had close contact with or cared for someone diagnosed with COVID-19 within the last 14 days? Yes <input type="checkbox"/> No <input type="checkbox"/>
2	Have you had the recent onset of a new continuous cough? Yes <input type="checkbox"/> No <input type="checkbox"/>
3	Do you have a high temperature? Yes <input type="checkbox"/> No <input type="checkbox"/>
4	Have you noticed a loss of, or change in, normal sense of taste or smell? No <input type="checkbox"/>

I declare that I have answered the questions accurately to the best of my knowledge and will follow the advice overleaf.

Signature (client): \_\_\_\_\_ Date: \_\_\_\_\_

**Note:** If you are scheduled to be with us over a number of days during which any of your responses within the above declaration change, you must not attend and you must notify us immediately. Data collected will be stored and used in line with the Wood View Sports Massage and Holistic Therapies Privacy Policy which may viewed at [www.woodviewtherapies.co.uk](http://www.woodviewtherapies.co.uk)

Internal Use. Passed for treatment:      Approved       Declined

Signed on behalf of Wood View Sport Massage and Holistic Therapies: \_\_\_\_\_



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## **Whilst with us please follow the advice below**

Stay aware of the latest information on the Coronavirus COVID-19 pandemic from reputable sources at <https://www.gov.uk/coronavirus> and <https://www.nhs.uk/conditions/coronavirus-covid-19/>

### **Change in Your Circumstances**

Should your circumstances change from those made in the declaration overleaf you must not attend and notify immediately. Kindly note that the cancellation policy still applies, but cases will be reviewed on an individual basis.

### **Leading Up To Your Appointment**

Water cannot be served as part of your treatment currently, but it is important that you arrive hydrated and drink post treatment. Therefore, please bring water with you.

### **Arrival Procedure incorporating Track and Trace**

Clients must attend treatments alone wherever possible and present themselves wearing a face mask or covering. Please arrive on time, but ideally not too early and wait in your car. Within a few minutes of your appointment time please “check in” by texting “your name” followed by, “Arrived” to 07590 95 00 83.

### **Entering For Your Appointment**

You will be invited in once any previous client has vacated and all pre-treatment checks and sanitising are complete ready to accept you safely. Upon entry your temperature will be taken with a touchless thermometer and you will be asked to clean your hands prior to commencing with your treatment.

### **During Your Appointment**

Please practice social distancing wherever possible which remains at 2m, or 1m with risk mitigation measures in place where 2m is not viable.

Please avoid touching eyes, nose and mouth

Practice good respiratory hygiene etiquette. This means covering your mouth and nose with your bent elbow or tissue when you cough or sneeze. Then dispose of the used tissue immediately.

Government advice is to increase ventilation using fresh air, such as open windows, wherever possible. please do speak up if it is too cold or draughty so that it can be addressed. As well as being safe it is important to be comfortable too.

### **Post Appointment**

Cash is still gratefully received and if that method works best for you I am happy to accommodate it but in line with government COVID guidance, electronic bank transfer payment is best practice. Due to possible IT and network glitches when paying on appointment day, pre-payment maybe easier and is ideal to save any issues at the end of your appointment to ensure your account is settled prior to leaving.

### **Finally – If Unsure, Ask**

If anything is unclear or you need advice on any aspect, please ask. These are strange times indeed. We will get through it together.

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