

## **Temporary Coronavirus Procedures: Client Information – Home visits**

As part of our effort to ensure the safety of you, our staff and the wider community we have put into force a temporary set of policies and procedures while an enhanced risk of coronavirus transmission is present in the community. These measures will be relaxed as soon as it is safe to do so, and we really value your understanding and compliance during this unprecedented event. Please ensure you read this document in full and understand its contents, please contact us if you have any questions.

### **Section 1: Booking Your Appointment**

You will be asked to make payment at the point of booking the appointment. This will be via Bank Transfer. Details of how to do so and pricings (along with discounts) are in section 5.

Please inform us at the time of booking if any of the following apply:

- You or anyone you reside with or care for have suffered from any of the below recognised symptoms of, or tested positive for coronavirus within the last 14 days:
  - A high temperature
  - A new, continuous cough
  - Loss or change to your sense of smell or taste
- You have been in contact with a person suffering with any of the above recognised symptoms, or who has tested positive for coronavirus within the last 14 days.
- You have a health condition outlined by public health England which may leave you more vulnerable to contracting or more susceptible to the effects of coronavirus
- You have been told to shield yourself for any other reason in relation to coronavirus
- You are allergic to any cleaning products or materials commonly found in PPE (Personal Protective Equipment) such as latex

If you are unable to attend because of any of the above circumstances, please see Section 6, where you can find way to continue to support ZEM Sports Massage.

### **Section 2: Before Your Appointment**

- You must inform us if any details outlined in section 1 have changed at any time between booking & your appointment.
- Your consultation will be conducted in the 48 hours before your appointment to reduce the amount of time spent in clinic. This will be via a reminder text that has a link to Survey Monkey questionnaire which will be treated as mini consultation form to save time during the appointment & confirm whether you have any symptoms – **THIS MUST BE COMPLETED THE EVENING BEFORE THE APPOINTMENT.**

<https://www.surveymonkey.co.uk/r/3Q7SFZ7>

### **Section 3: Attending Your Appointment**

- Please shower and put on clean clothes before your appointment
- You will need to provide your own towels for the treatment (2 large, 1 small)
- Please ensure that we have a room that is downstairs & well ventilated, with enough space for the massage table and work room for the therapist to work.
- Please ensure that there is only you and the therapist in the room during the appointment.
- To avoid unnecessary social contact, we will not arrive more than 5 minutes before your appointment time.
- Please ensure you have your own bottle of water & pen handy.
- You will be asked to wash your hands/clean your hands with sanitizer upon my arrival & when leaving. We will do the same.
- You will be asked to complete a coronavirus questionnaire & declaration up arrival

- Your temperature will be taken and recorded upon my arrival via a contactless thermometer: *Unfortunately, if this is measured at over 38 degrees, we will be unable to proceed with your appointment.*
- You may be asked by your therapist to wear a facemask for some or all of your appointment, you can bring your own or we will provide this if necessary at an additional cost.

#### **Section 4: After Your Appointment**

- You must let us know immediately if:
  - You develop any recognised symptoms of coronavirus as detailed in section 1
  - You are tested positive for coronavirus
  - You learn that you came into contact with a person suffering with any of the above recognised symptoms of, or who has tested positive for coronavirus within the 14 days preceding your appointment

#### **Section 5: Payment & Pricing**

Due to the closure of the clinic in Wollaton, there will at this stage only home visits available. With this in mind, I have had to adjust pricing for treatment. Please see below for small changes we have had to make:

- There will be a reduced number of appointments due to the travel.
- You will be asked to pay for an appointment in advance of appointment and on the day of booking. The booking will be held for 2hours, if payment is not made it will be opening up to other clients.
- Face masks are co - £3
- Payments should be made to the following account:  
 Z McKenzie  
 7-49-26  
 02307860
- A new Pricing structure has been made, please see below:  
 5 miles from NG10 - £38  
 10 miles from NG10 - £42  
 15 miles from NG10 - £47
- DISCOUNTS
  - NHS STAFF (10% off )
  - Double appointments for 2 members of the same household (£5 off)
  - Block booking of 5 appointments – (5% off)
  - Block booking of 10 appointments – (10% off)

#### **Section 6: Ways to support ZEM Sports massage**

This time has been a huge hit for the business and it is unknown how and if we will return to full capacity. However, there are a few things you could do to support us return to greatness. Here are some simple ideas to show your support even if you are unable to attend an appointment currently:

- Share with your friends and family – Don't forget, you can gain £5 off your appointment for a referral!
- Like and follow ZEM Sports Massage Therapy on Facebook and Instagram
- Leave a review on Google or Facebook – again you we'll receive £5 for each.
- Buy a gift card for someone else or yourself for when you can return.

I look forward to seeing you soon and please don't hesitate to ask if you have any questions regarding the procedures outlined in this document.