



COVID-19 SAFETY POLICY

JULY 14, 2020
Latest Update

1 ABOUT ME

Zen Shiatsu Therapy (also referred to as “I”, “me”, or “my”) is the trading name of **Pascale MN Chaillet**, a Sole Trader and Complementary Health Therapist. My trading address is Suite 2, The Lawn, Ealing Green, W5 5ER (also referred to as “the premises”).

2 PURPOSE OF THIS DOCUMENT

This document is designed to help you understand what measures Zen Shiatsu Therapy implemented to reduce the risk of exposure to coronavirus while delivering hands-on Shiatsu treatment in its premises.

This includes a risk assessment, an outline of the safety measures, and a description of how a hands-on Shiatsu treatment in the premises is delivered while going through the COVID19 pandemic.

Also, this document sets out your individual responsibility to help maintain the safety level required by the authorities, so yourself and others can continue experiencing the benefits of hands-on Shiatsu. To help you in this process, a decision tree has been added at this end of this document.

3 RISK ASSESSMENT AND SAFETY MEASURES

Following government, professional bodies, and insurance guidelines, I carried out a COVID-19 Safety Risk Assessment, identified and implemented additional measures to comply with the HSE directives.

The risks factors and safety measures are outlined below:

1. Number of people

The premises include three (3) rooms, a narrow entrance hall and a bathroom. One of the rooms is my treatment room, the other one is a storage and the last one is an office occupied by a third-party solo entrepreneur.

Since the practice was opened, there has never been more than one client at the time as there is no waiting room and no reception services; the encounter with the third-party has always been limited to the cross-over in the use of the bathroom.

The only exception to these circumstances was in the event I treated a child under the age of 16 accompanied by one parent.

As the number of people in the premises has rarely exceeded three (3), I rated this risk factor VERY LOW and the current measures will remain in place. These measures are:

- Treatment by appointment only
- Buffer time between appointments
- No reception and no waiting room
- No accompaniment for adult
- One parent accompaniment only for a child under 16

2. Physical distance

The narrow entrance hall leading to both the treatment room and the bathroom, offers limited room for manoeuvre but after measurement, I am confident the physical distance between two people can be maintained as the client is greeted in and directed through the premises (entrance hall, bathroom and treatment room).

Once in the treatment room, the physical distance can be maintained during the pre and post hands-on treatment conversations (about 15 minutes) but not during the hands-on treatment itself (about 45 minutes). Therefore, I rated this risk factor HIGH; however, additional measures are now in place to reduce this risk to MEDIUM-LOW when the practice reopens. The new measures are:

- The client and I are required to wear a face mask throughout the session.
- I wear a face visor as an additional protection during the hands-on treatment.
- If wearing a mask is not possible for the client due to medical conditions, the client and I will seek an arrangement prior to the appointment.

3. Physical Contact

A 60-minute face-to-face Shiatsu session includes a 45-minute hands-on treatment, which means that physical contact is inevitable. Therefore, I rated this risk factor HIGH; However, additional measures are now in place to reduce this risk to MEDIUM. The additional measures are:

- I will not work on the client's face and will wear disposable gloves or use 60° washable cloths while working on the client's hands. After use, the gloves or cloths are safely removed and disposed after the treatment. The gloves are disposed into a waste bin and the cloths are disposed into a laundry bin to be washed at the end of the day.
- The usual comfortable blanket to keep the client warm is no longer available. Instead the treatment room may be heated, or a 60° washable sheet may be used when and as appropriate to keep the client comfortable. After use, the sheet is disposed following the same procedure as above.
- Futon, head pillow and support cushions are protected either with PVC/Polypropylene covers properly sanitised in between clients or with 60° washable cloths/sheets changed in between clients, following the same procedure.

Other forms of physical contact:

- The card payment on the day of the session is replaced by a digital upfront payment when [booking online](#).
- The [New Client Consent Form](#) is now digital.
- Water and tissues are no longer provided by Zen Shiatsu Therapy.
- The armrests of the fabric armchairs are now covered by 60° washable cloths and changed over in between clients following the same procedure.

4. Premises and treatment room hygiene

A full deep cleaning of the entrance hall, bathroom and treatment room on a weekly basis is already in place. The treatment room and the bathroom also receive a flash cleaning at the end of each treatment day. Therefore, I rated this risk factor as MEDIUM; however, additional measures are now in place to reduce this risk to LOW. The additional measures are:

- The premises are certified Legionella risk free by Smart Water Testing.
- The touched surfaces in the entrance hall, bathroom and treatment room are sanitised in between clients.

5. Premises and treatment room ventilation

The bathroom and treatment room are already ventilated every day for 10-25 minutes depending the season. Therefore, I rated this risk factor as LOW; However, additional measures are now in place to maintain this risk as LOW. The additional measure is:

- The bathroom and the treatment room are ventilated for 5-15 minutes in between clients depending the season.

6. Individual health and hygiene

As a registered therapist, I follow the Code of Ethics and Professional Practice outlined by the CNHC and Shiatsu Society. These guidelines constantly evolve to reflect the government HSE directives. Additional measures are now in place to comply with the latest individual health and hygiene requirements. The additional measures are:

- If I or anyone in my household experience any COVID19 symptoms, I shall immediately cancel all booked hands-on shiatsu appointments and follow government guidance about self-isolation.
- Prior the appointment, the client is required to digitally submit her/his [COVID19 Consent Form](#) and [Premises Agreement](#).
- Before entering the premises, the client's temperature is checked with a no-touch thermometer and recorded in the client's treatment notes. Should the reading show a temperature higher than the threshold, the client will be advised to return home and seek medical advice. The appointment will be cancelled without prejudice.
- Once in the premises, the client is required to go directly to the bathroom and wash her/his hands following safe hand hygiene practice before starting the session and whenever is required.

4 NEW TREATMENT PROCEDURE

Hereby is the description of how a hands-on Shiatsu treatment during COVID19 pandemic unfolds from “before the session” to “leaving the premises” stages.

1. Before the session

ZEN SHIATSU THERAPY	THE CLIENT
<ul style="list-style-type: none"> • A 24-hour appointment reminder is sent out to the client including the links to the digital Covid-19 Consent Form and Premises Agreement. • The treatment room and the bathroom are sanitised in between clients paying close attention to surfaces the client may come into contact with. • The treatment room and the bathroom are thoroughly ventilated in between clients. • The futon, cushions and pillows’ covers are either sanitised or changed to clean ones in between clients. • I wash my hands thoroughly following safe hand hygiene practice and put on a face mask before opening the door to you. • I am ready to welcome you. 	<ul style="list-style-type: none"> • Appointment must be booked online. • Digital payment must be made upfront at the point of booking. • The digital COVID19 Consent Form and Premises Agreement must be submitted between 24 hours to 8 hours prior the appointment. • Bring your own bottle of water and packet of tissues with you.

2. The arrival

ZEN SHIATSU THERAPY	THE CLIENT
<ul style="list-style-type: none"> • I open the door and check your body temperature is within the range of safety and if it is, I invite you to enter the premises and go directly to the bathroom. • I invite you to enter the treatment room and hang your own coat/jacket. • The session begins. 	<ul style="list-style-type: none"> • Wait outside until I open the door for you at the exact time of your appointment. • Put on your face mask as advised by government guidelines. • Go to the bathroom as directed and wash your hands following safe hand hygiene practice. • Hang your own coat/jacket as directed and take a seat.

3. The session

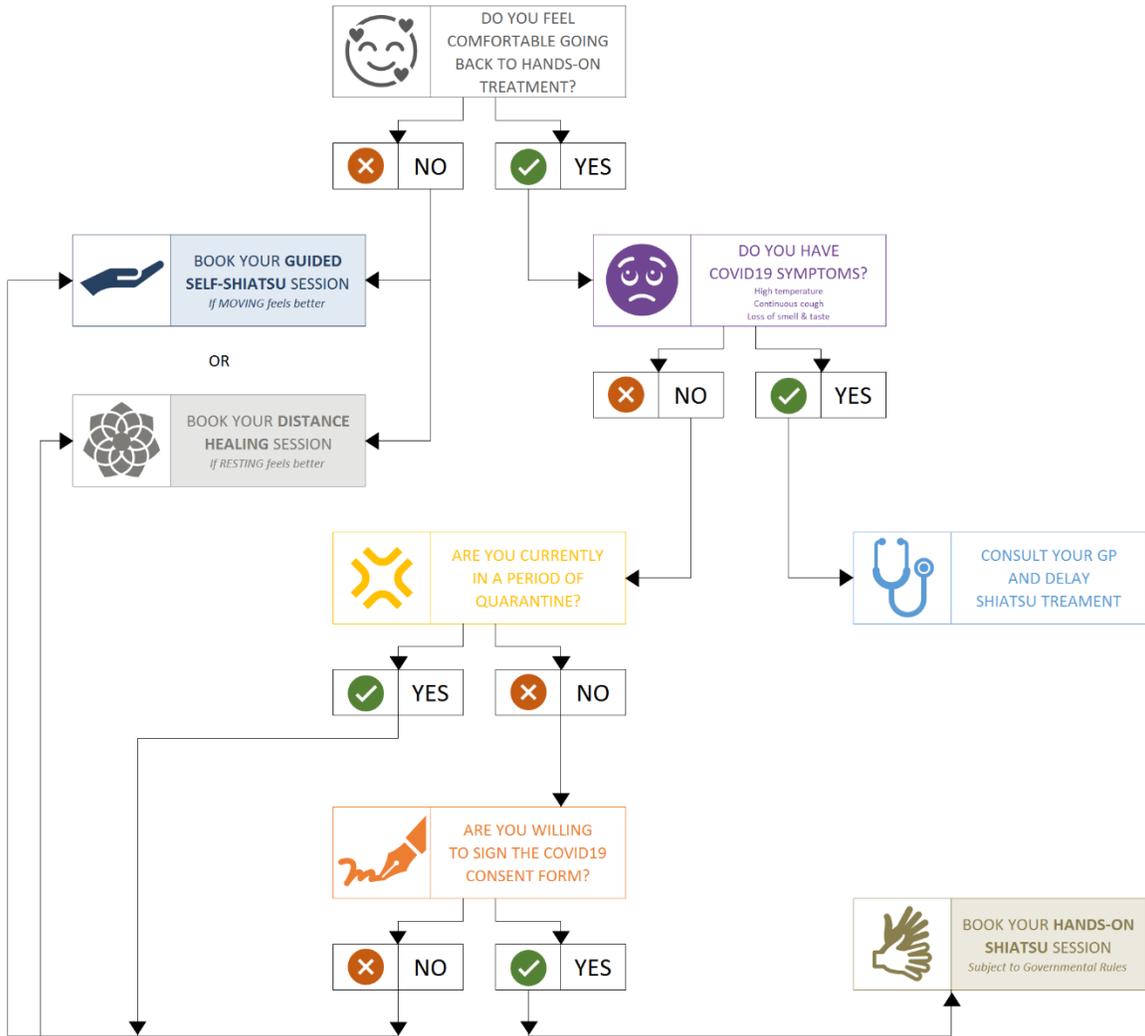
ZEN SHIATSU THERAPY	THE CLIENT
<ul style="list-style-type: none"> • The usual diagnosis conversation between you and I remain. While seated 2m apart from each other, you and I keep wearing the protective face mask. • As soon as the hands-on treatment begins on the futon, I put on another protective layer by wearing a face visor. • I won't touch your face and will wear disposable gloves if and when touching your hands. • As soon as the hands-on treatment on the futon ends, I remove the protective face visor but keeps the face mask on. • The usual reflective conversation between you and I remain. While seated 2m apart from each other, you and I keep wearing the protective face mask. • The session is ending 	<ul style="list-style-type: none"> • Avoid touching your eyes, nose, and mouth throughout the session. • The hands-on treatment is a real opportunity for you to relax. By concentrating on your breath, you reduce the level of annoyance or anxiety that may rise due to the inconvenience of these mandatory changes. • The treatment you just received is as beneficial as the ones you received prior to the pandemic. You can sustain these benefits by following the recommendations received from your therapist until your next session.

4. Leaving the premises

ZEN SHIATSU THERAPY	THE CLIENT
<ul style="list-style-type: none"> • I invite you to pick up your own coat/jacket and I open the doors for you. • I look forward to seeing you again within the agreed period. • I safely dispose used PPE and washable covers and go through the “Before the session” procedure to prepare for the next client. 	<ul style="list-style-type: none"> • Pick up your own coat/jacket and leave the treatment room then the premises as directed. • Book your next appointment using the online platform as soon as possible and before being caught up in a demanding daily routine.

5 YOUR DECISION TREE

YOUR DECISION TREE TO RECEIVE SHIATSU TREATMENT *During COVID19 Pandemic*



Zen Shiatsu Therapy Services

	BOOK YOUR HANDS-ON SHIATSU SESSION <small>Subject to Governmental Rules</small>		BOOK YOUR GUIDED SELF-SHIATSU SESSION <small>If MOVING feels better</small>		BOOK YOUR DISTANCE HEALING SESSION <small>If RESTING feels better</small>
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