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| --- | --- | --- | --- |
| Risk | Assessment of risk / Actions taken Date Initials | | |
| Legalities | |  | | --- | | * Are you legally able to return to work by meeting both Government and your professional association’s guidelines? **YES** * These conditions must be met to validate your insurance. **YES** | | **31/8/20** | **VB** |
| Pre-treatment | |  | | --- | | * Where do you want your client to wait before their appointment? Stay in their car until you text / phone them to say you are ready for them? What if they come by public transport and the weather is bad?   Clients will be asked to call / text when arrive at Alloa Business Centre. It is possible to wait in reception, Ceteris (building owners) have their own risk assessment and COVID procedures in place for this however where possible clients must arrive on time.   * Keyworkers to change out of work clothing and shower before coming to their appointment, especially NHS frontline staff   Clients will be informed of this before appointment (website and phone call consultation)   * Client to arrive as close to appointment time as possible As above * Clients to leave coat / bags in car A lidded box will be available for client clothes that will be sanitised between clients * Clients to come alone to their appointment, unless a guardian/chaperone is required by law Clients will be advised of this on website & appointment confirmation * Therapist to don PPE before client arrives and wash hands / clean nails Yes. PPE will be changed between clients and disposed of double bagged * Client to don face mask / covering if they have one otherwise there will be one for them inside the front door Yes – clients will be notified in advance * Take client temperature on entry – \_if you plan to do this – \_not compulsory. N/A | | 31/08/20 | VB |
| Client entrance to clinic | |  | | --- | | * Who is going to open the front door? Ideally the therapist should open all doors for client. Me if side door or reception main door will be open * If the client is going to open the door then the bell / door handle will need cleaned before each client arrives As above, I will open door – or reception door is always open. Building cleaned regularly through Ceteris COVID procedures, massage room door handles will be cleaned thoroughly between clients * If you are going to open the front door, then a sign should be put on the outside of the door reminding clients to wait until their appointment time and that you will open the door for them Clients will be advised procedure for arrival before appointment * If clients come up stairs or in a lift, all touchable surfaces will need cleaned before and after each appointment N/A no stairs or lift. Communal areas cleaned by building owners. * You should also advise the client where they should go once inside the building Clients will be advised of arrival procedure prior to their appointment * All clients must either wash or sanitise hands before entering treatment room and before leaving Clients will be advised of this prior to appointment and reminded during appointment | | 31/08/20 | VB |
| Reception desk | * If you work on your own, you probably do not have a reception desk. * If you have a reception area you have a duty of care to the receptionist. Erect a Perspex screen to protect them from mucus spray as clients speak or cough over them. * Receptionists will need face mask / covering, face visor and gloves if touching paper and money. The face visor and screen will need to be fully sanitised each day before reused, but a fresh face mask / covering will be required each day. * Ensure social distancing between staff members (currently 2m in Scotland) * Carry out staff training to ensure all staff comply with risk assessment actions   N/A – Ceteris (building owners) have COVID procedures in place for all of this | 31/08/20 | VB |
| Waiting area | * If you work on your own you probably don’t have a waiting area Ceteris has reception area with COVID procedures however clients will be asked to arrive on time * If you are part of a group of therapists all working from the one clinic, then you should ensure waiting clients remain 2 metres apart to socially distance and they are wearing face masks / coverings. Mark out spacing with coloured tape N/A * All magazines, books, plants and flowers should be removed from the waiting area, anything that could harbour infection As point 1 * All soft furnishings, rugs etc should be removed. Chairs should be plastic or metal so the waiting area can be quickly wiped down after each client. Or ask clients to simply stand – \_remove all chairs. As point 1 * No sharing of room between therapists in one day N/A * Consider spreading start times so only one client is in the waiting area at any time N/A – only one therapist. Ceteris has COVID procedures in place for communal reception area | 31/08/20 | VB |
| Bathroom facilities | * Clients are required to wash their hands in the toilet, if one is available, when they arrive and before they leave. If no toilet / hand washing facilities are available, clients will have to use anti-microbial hand gel. Toilets are available and hand gel * The toilet should be cleaned after each client, especially the taps. Must have pump-action soap. Use paper towels instead of fabric ones. Use foot-operated bin or wastepaper bin so no one touches a bin lid. This is done by Ceteris, building owner * If anyone else uses the toilet before your client leaves, the toilet must be cleaned before your client uses it again As above | 31/08/20 | VB |
| Treatment room flooring | * Ideally the flooring should be wooden, tiled, laminated, lino so that it can be cleaned easily between clients * If carpet, then need to get a plastic covering below head-end of massage couch to stop mucus spray landing on carpet. Options: under desk chair plastic mat, plastic stair/hall runner, opened black/white plastic bin bag, steam cleaner, sanitising carpet spray.   Plastic carpet covering will be used below head end of massage couch | 31/08/20 | VB |
| Surface areas including desk in treatment room | * The treatment room should be cleared of all books, posters, products for sale, testers, fliers, business cards etc. Nothing should be left out but instead put away in cupboards, so accessible if required. Yes room will be decluttered * All surfaces must be kept clear of clutter, so it is quick and easy to disinfect the whole surface between clients. Yes room will be decluttered * Client notes should be kept in desk drawer or plastic folder (easily cleaned) and not left lying out. Put away after client Yes – all notes are in plastic wallet and in filing cabinet | 31/08/20 | VB |
| Client seating | * Ideally you should have 2 plastic or metal chairs for your clinic space so they can easily be cleaned between appointments - washed with hot water and fairly liquid / sprayed down with anti-microbial cleaner. * If this is not possible, then couch roll should cover the chair your client is going to sit on. The couch roll should be changed for each client.   All seating is wipeable with the exception of the Indian Head Massage chair – disposable towels will be used over this | 31/08/20 | VB |
| Storage of client’s belongings | * When clients disrobe where will they put their belongings? * Where are you going to put your belongings? * Ideally source plastic storage containers / laundry basket / bin liner bag that clients can put all their belongs in. * If a chair needs to be used, then chair should be plastic or metal or covered with some couch roll. * Containers and chair should be cleaned after each client / couch roll thrown out   Clients will be provided with a lidded box for belongings and this will be sanitised between clients | 31/08/20 | VB |
| Treatment couch, linens, equipment | * What will you use to cover the couch? Sheets, couch cover, or not use anything? * Whatever you use, it must be replaced after every client. Do you have enough for a full day’s work? Source more * Easier not to use couch covers and then to sanitise massage couch after each use, especially around the face cradle * A sheet of couch roll can be used around the face cradle to pad area. This should be changed with each client. * S\_a\_n\_i\_t\_i\_s\_e\_ \_c\_o\_u\_c\_h\_ \_a\_f\_t\_e\_r\_ \_e\_a\_c\_h\_ \_u\_s\_e\_,\_ \_e\_s\_p\_e\_c\_i\_a\_l\_l\_y\_ \_a\_r\_o\_u\_n\_d\_ \_t\_h\_e\_ \_f\_a\_c\_e\_ \_c\_r\_a\_d\_l\_e\_ **\_**/\_ \_w\_h\_e\_r\_e\_ \_c\_l\_i\_e\_n\_t\_’s\_ \_h\_a\_n\_d\_s\_ \_h\_a\_v\_e\_ \_b\_e\_e\_n\_ \_e\_t\_c\_.\_ \_Be aware of time required for effectiveness of cleaning products. This can be up to 10 mins. Be aware alcohol may crack your leather couch. Best with hot soapy water. * • \_Pillows should have a water-resistant non-porous cover on them which can be wiped down after each client. Pillowcases can be used but must be changed after each client. * • \_Clean set of towels for each client, w\_a\_s\_h\_e\_d\_ \_a\_t\_ \_6\_0\_°+\_ \_o\_r\_ \_a\_s\_ \_h\_o\_t\_ \_a\_s\_ \_m\_a\_t\_e\_r\_i\_a\_l\_s\_ \_a\_l\_l\_o\_w\_.   Disposable towels will be used and double bagged to be disposed of. All equipment will be sanitised between clients with plenty of time scheduled for this and for products to take effect.  If any traditional linen is used then these will be changed between each client and washed at 60 degrees for 60 minutes to kill viruses as per normal hygiene procedures. | 31/08/20 | VB |
| Following treatment | * After each client, all used couch covers, pillowcases, towels should be put into a lidded container / laundry basket / bin liner, tied, and then put in another room, to be washed later. * All materials should be **washed at 60°+ or as hot as materials allow**. * Make sure you wear a face mask and gloves when putting washing in machine. Sanitise container / laundry basket. * All couch roll, cleaning clothes and used face masks should be double-bagged and disposed of in a separate bin bag and kept in another room. **Store for 72 hours before putting into the non-recyclable household bin**. Where will this be stored?   Clients will be given a bin bag and asked to tie up disposable towels and pop into the pedal bin. This will be bagged (so double bagged) and the bin emptied between clients. There is no storage for 72 hours, this will be placed in the commercial waste bin outside | 31/08/20 | VB |
| Cleansing of treatment room | * Ensure full cleanse of premises between clients, including equipment, materials, doors, toilet, furniture, flooring etc * • \_A\_l\_l\_o\_w\_ \_t\_i\_m\_e\_ \_t\_o\_ \_i\_n\_c\_l\_u\_d\_e\_ \_r\_e\_s\_e\_t\_t\_i\_n\_g\_ \_o\_f\_ \_c\_o\_u\_c\_h\_ \_a\_n\_d\_ \_r\_e\_p\_l\_a\_c\_e\_ \_c\_o\_u\_c\_h\_ \_r\_o\_l\_l\_ \_u\_s\_e\_d\_.\_ \_ * We recommend a minimum of 30 mins needs to be left between clients, to ensure cleaning products have time to work * Ensure your diary / booking system leaves enough time between appointments for cleaning.   A full clean of room will be done between clients and recorded on a cleaning sheet. 1 hour will be left between clients for this and to allow the room to ventilate. | 31/08/20 | VB |
| Ventilating treatment room | * **Keep treatment room well ventilated between clients**. Open windows while cleaning. Use an extractor fan. * Do NOT use air conditioning.   Window will be open slightly during appointment and more between clients. There is no aircon. | 31/08/20 | VB |
| Therapist’s hygiene protocols | * J\_e\_w\_e\_l\_l\_e\_r\_y\_ \_s\_h\_o\_u\_l\_d\_ \_b\_e\_ \_r\_e\_m\_o\_v\_e\_d\_ \_b\_e\_f\_o\_r\_e\_ \_c\_o\_m\_i\_n\_g\_ \_i\_n\_t\_o\_ \_w\_o\_r\_k\_ Yes * Therapist to wash hands and scrub nails with soap and warm water (for at least 20 seconds) on entering clinic and then sanitise hands. Yes * If travelled to work on public transport, therapist should change into work clothing at clinic. Store travel clothing in a storage box / bin liner in another room. Wash hands / scrub nails again. N/A * Therapist should put on PPE before client arrives and **wear face mask at all times when dealing with clients Yes** * T\_h\_e\_r\_a\_p\_i\_s\_t\_ \_w\_i\_l\_l\_ \_g\_e\_t\_ \_c\_l\_i\_e\_n\_t\_ \_a\_ \_g\_l\_a\_s\_s\_ \_o\_f\_ \_w\_a\_t\_e\_r\_ \_i\_f\_ \_r\_e\_q\_u\_i\_r\_e\_d\_ \_b\_u\_t\_ \_b\_e\_t\_t\_e\_r\_ \_t\_o\_ \_a\_s\_k\_ \_c\_l\_i\_e\_n\_t\_ \_t\_o\_ \_b\_r\_i\_n\_g\_ \_t\_h\_e\_i\_r\_ \_o\_w\_n\_ \_d\_r\_i\_n\_k\_Yes, client will be advised beforehand * **Therapist to wash hands/forearms/elbows/scrub nails with soap and warm water (20+ seconds) after each client Yes** * Therapist to wash hands/forearms/elbows/scrub nails with soap and warm water (20+ seconds) after cleaning treatment room between clients. Yes * Therapist to put travel clothes back on before using public transport to get home. N/A * Take all work clothes home to be washed in a washable bag / bin liner. All clothes to be washed at 60° or above to kill virus. Yes | 31/08/20 | VB |
| Use of massage mediums | * Ensure use of a spatula or teaspoon when using massage waxes or creams to prevent cross contamination. Ensure new spatula / teaspoon for each client. * Use pump dispenser or at least ensure lid of bottle does not touch your hands for oils / lotions, to avoid cross contamination   Pump dispenser used for main massage oil. All other oils, care will be taken to avoid cross contamination. Creams etc for facials will not be used however as standard hygiene, spatulas are ALWAYS used. All massage medium containers will be sanitised between clients. | 31/08/20 | VB |
| Client consultations | * **No face-to-face consultations**. Instead **carry out consultation in advance by phone or video** conferencing e.g. Zoom, Teams, Skype * New clients could be sent the consultation form electronically a few days before, to be completed and emailed back. You can then call them the night before to run through the consultation form and to enable you to ask further details of their health. They should be emailed the Covid-19 questionnaire and disclaimer the day before to be complete no more than 24 hours before appointment. * Existing clients should also be contacted the day before their appointment to check on their health, covid-19 questionnaire and disclaimer form. * C\_h\_e\_c\_k\_ \_a\_l\_l\_ \_c\_l\_i\_e\_n\_t\_s\_ \_f\_o\_r\_ \_a\_n\_y\_ \_a\_l\_l\_e\_r\_g\_i\_e\_s\_ \_t\_o\_ \_c\_l\_e\_a\_n\_i\_n\_g\_ \_p\_r\_o\_d\_u\_c\_t\_s\_,\_ \_l\_a\_t\_e\_x\_ \_/\_ \_v\_i\_n\_y\_l\_ \_g\_l\_o\_v\_e\_s\_ \_e\_t\_c\_.\_ \_N\_o\_t\_e\_ \_o\_n\_ \_c\_l\_i\_e\_n\_t\_s\_’ \_r\_e\_c\_o\_r\_d\_s\_.\_ \_On COVID form * Ask all clients to bring their own pen to sign forms, or have a large supply, which you then need to clean. Clients to return via email * Reconsider cancellation fees should someone cancel at short notice due to Covid-19 symptoms Yes   Clients will be emailed consultation form and COVID form and a phone call made the day before appointment. Clients will be asked to return the forms via email. | 31/08/20 | VB |
| Booking system | * Consider electronic booking systems so no physical diary present. Digital signatures allowed, but NOT simply ticking a box Have an online booking system / diary * Alternatively, keep diary out of sight / at home and work only with photocopies of a few days’ \_a\_p\_p\_o\_i\_n\_t\_m\_e\_n\_t\_s\_.\_ \_Diary can then be updated as required and photocopied pages destroyed at the end of the day. Have an online booking system / diary | 31/08/20 | VB |
| Taking payments | * Consider using an electronic card system or give clients your account details for BACs payment ahead of the treatment. * Existing card machines need to be sanitised after each use. Upgrade to contactless. * Have a supply of envelopes so any cash payments can be put in an envelope w\_i\_t\_h\_ \_c\_l\_i\_e\_n\_t\_’s\_ \_n\_a\_m\_e\_ \_and left until end of day   No cash will be accepted – card payment, Paypal, bank transfer only  Card machine to be sanitised after each use. | 31/08/20 | VB |
| Legionella | As water tanks in clinics will have been lying stagnant for past 3-4 months, there is a risk of legionella bacteria.  All water sources should be run for at least 2 minutes or longer to ensure new mains water is in your system / taps.  N/A | 31/08/20 | VB |
| New Covid-19 contraindications | People with the following health issues are considered a Covid-19 RED FLAGS and should not be treated:  • \_Those shielding vulnerable family members and those who have been in contact with anyone suffering from Covid-19  • \_A\_n\_y\_o\_n\_e\_ \_c\_urrently receiving treatment for cancer, suffering lung conditions or is post-operative  • \_E\_x\_p\_e\_r\_i\_e\_n\_c\_i\_n\_g\_ \_p\_o\_s\_t\_ \_C\_o\_v\_i\_d\_-19 circulatory complications (deep vein thrombosis, micro-embolisms, stroke symptoms or  pulmonary embolism)  • \_A\_g\_e\_d\_ \_7\_0\_ \_y\_e\_a\_r\_s\_ \_o\_r\_ \_a\_b\_o\_v\_e\_ \_  • \_H\_e\_a\_r\_t\_ \_&\_ \_respiratory conditions  • \_S\_u\_p\_r\_e\_s\_s\_e\_d\_ \_i\_m\_m\_u\_n\_e\_ \_s\_y\_s\_t\_e\_m\_s\_ \_  • \_D\_i\_a\_b\_e\_t\_e\_s\_ \_  • \_P\_r\_e\_g\_n\_a\_n\_c\_y\_ \_  As of August 2020 people are no longer required to shield in Scotland. The usual massage precautions / contraindications will apply for those clients with health conditions. | 31/08/20 | VB |
| Putting the rubbish out | Rubbish will be disposed of double bagged in the commercial waste bin outside between each client | 31/08/20 | VB |
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# Therapists should adjust this form to reflect their personal circumstances. This form is in MS Word so expandable / adjustable.

**All risks should be noted and then what you are doing to mitigate these risks – document everything!**