



Jara

Nurturing Mind & Body

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New rules prior to attending your appointment

Lock down has now been relaxed enough and clinical massage therapists have been given the green light to return to work. I am sad to say that at this moment in time I am not allowed to offer any treatments on the face. This includes, facials, waxing, eye treatments and electrolysis.

That being said I am excited and now ready to take appointments. There will be important information and changes, a new process prior and during each session, to help ensure both yours and my safety.

The following list is a set of guidelines that I am required to adhere to. Please be sure to read it thoroughly but also know that your treatment will be amazing as it was prior to Covid-19. These new rules are to keep us all safe and it will soon become the norm. I want everyone to feel just as relaxed and as well cared for as you always have been.

My daily procedures in-between each treatment

My hands will be thoroughly washed and sanitized for each treatment

Mask and/or visor worn

Medical grade gloves for certain treatments

Washable apron to be changed per client

Cleaning of all the relevant touch points per hour

My temperature to be taken daily both A.M and P.M

I commit to not attending clinic if I or any of my family have a temperature or display any of the symptoms above/Covid-19 related

If you are a first-time client, your pre-session consultation will now take place via video conferencing – rather than face to face, or a consultation form emailed for you to sign prior to your visit.

If you are an existing client there will be a short update consultation to see how you have been since pre lock down and whether you have had any Covid symptoms/issues. This will be done either via a video conference call or by telephone.

All consultations and consent documents must be signed and emailed back to me prior or signed on the day. Please ensure you have your signed copy with you or email it to me in advance. Thank you.

Please answer the following questions:

Have you had any close contact with, or cared for anyone diagnosed with Covid-19 in the last 14 days. If the answer is yes then I am sorry, but you will not be able to come in for treatment at this time.

If you or anyone you have been in contact with have had any cold, flu or any of the following symptoms within the last 14 days, it is important you cancel your appointment.

- Fever
- Loss of taste or smell
- Sore throat
- Respiratory issues
- Breathing issues
- Stomach ache
- Tummy pains
- Diarrhoea
- Temperature

I reserve the right to refuse to treat anyone whom I think may be symptomatic. This is for everyone's safety.

There will also be a consent form to complete regarding exposure to Covid-19 prior to each treatment session. I will make this as painless as is possible, but it is vital we complete this form. Please understand that these are the rules and its important we follow Gov guidelines.

If you are considered a high-risk client, please understand that I will not be able to treat you at this time.

Attending your appointment

Before you leave your home, please check your temperature, and consider if you are experiencing any Covid-19 type symptoms. If you are, please post pone and simply cancel your appointment.

Please arrive at the exact time of your appointment. If you arrive early, please wait in your car as opposed to the reception area, this is to avoid bumping into other people from the additional offices at Plestor house. I will meet you outside.

Appointments will now be timed to whatever we are legally allowed to treat and there will now be a 30 Minute gap in-between each appointment, this is so I have time to clean effectively and for sanitisation to have enough time to be effective. Please, do not think or feel that this 30 min gap gives you leeway to be late for your appointment, I need the time to air the room and follow correct protocol. Anyone who is late, will sadly lose that time from their allotted appointment. I thank you in advance for your cooperation.

Please do not bring anyone else with you to your appointment, or additional bags/belongings. If you decide to leave anything in your car, you do so at your own risk.

Please bring your own water, due to the new rules I am no longer allowed to offer refreshments of any kind.

Please wear easy to remove clothes, so you are not dragging anything over your face. You will be given a container to place these in, please try to avoid wearing any jewellery. My advice is to keep it simple, bring only your payment card to pay and leave any bags and coats at home.

You will be required to remove your shoes before entering the treatment room.

The treatment couch will be thoroughly disinfected, all linens new and washed at 60 degrees. You are welcome to wear a mask if you feel more comfortable.

I will be wearing full PPE – until such times as things relax – please don't laugh too much 😊

It is recommended that we do not chat to avoid droplet formation but I am certainly not going to ignore you, if you wish to talk and we will be discussing exactly what it is you need from your treatment. Some of you will love to have some quiet time to relax and fully enjoy your treatment. I know I am looking forward to treating you.

After treatment

Please leave all linens on the couch for safe removal.

Payment should be made via card machine, no cash please.

The toilets

Please note, I cannot be responsible for the toilet area within the building. There are other offices and people, it is impossible for me to monitor who is coming and going from that toilet, I simply can not clean the toilet facilities every hour.

I know the above all sounds extremely strict and rather regimented, but it really is to make you feel safe and secure in the knowledge that I have your utmost safety as my first priority. I want you to know that I view this as a huge responsibility and that I am taking this extremely seriously.

I can assure you that I have done everything within my power to ensure you have the most amazing treatments, just like you have experienced before but in the safest of environments. Whilst nothing can be guaranteed as 100 % safe, I have risk assessed every single part of my treatment room and treatment procedure. Let us follow the rules and look after one another. Thank you so much, I can not wait to see you soon.

Love and best wishes

Michelle Rudd

I confirm that I have read the above information and that I agree to follow and stick to the above rules.

Signed: _____

Date: _____