



Next Steps

COVID-19 Risk Assessment Policy

(for client therapy sessions)

(Last updated: Jan 2021)

This document identifies risks related to COVID-19 transmission in respect to Next Steps and clients attending therapy sessions in the following locations:

1. Harbour House, The Promenade, Kingsbridge, Devon, TQ7 1JD
2. Kingsbridge Age Concern, Ilbert Road, Kingsbridge, Devon, TQ7 1DZ

A separate risk assessment policy applies to therapy sessions that take place in the client's home, online or in outdoor locations (Eco-therapy sessions).

Training courses, workshops, retreats, and other events hosted or facilitated by Next Steps also fall under a different Risk Assessment Policy.

Please email info@next-steps.org if you wish to see copies of any other policies and procedures.

1. AREA OF RISK Entering and leaving the building

RISK IDENTIFIED Maintaining social distancing and sanitising on entering

ACTION NEEDED

1. Clients must book sessions in advance and arrive at least 5 minutes before appointment is scheduled to commence.
2. Client to remain outside the building and wait for practitioner to collect them.
3. In the event of inclement weather, waiting in the hallway at the foot of the stairs is permissible.
4. Please sanitise hands upon entering the building. Hand sanitiser will be provided.
5. Clients and practitioner to wear a face covering when entering and travelling through the building.
6. Maintain social distancing when leaving.

2. AREA OF RISK Cleanliness of the therapy room

RISK IDENTIFIED Other hirers may not have sanitised the therapy room to standard required.

ACTION NEEDED

1. Practitioner to ensure the therapy room is sanitised before and after client session, including regularly touched surfaces such as light switches.
2. For further reassurance, clients will be offered hand sanitiser and disposable gloves.
3. If used, gloves are to be discarded before client leaves the room at the end of the session.
4. Practitioner will bring all required equipment and ensure it is sanitised before use.
5. Clients to bring their own blanket and drink.

3. AREA OF RISK Managing social distancing during session

RISK IDENTIFIED People not maintaining the 2-metre social distancing rule

ACTION NEEDED

1. Maximum of 2 people in the therapy room (except in the case of couples' therapy or if client's guardian or carer is required to be in attendance)
 2. Client must comply with 2 metre social distancing wherever possible
 3. Where 2 metre social distancing cannot be maintained, for example during treatments such as EFT, Reiki, Reflexology, Sound Healing and Massage, the practitioner should wear further protection in addition to any uniform they may usually wear. This should include a disposable apron and a clear visor that covers the face, or the use of a screen or other barrier that protects the practitioner and the client from respiratory droplets caused by sneezing, coughing, or speaking. A face mask must also be worn by the practitioner, in addition to the visor.
 4. The client can remove their mask where necessary during treatment i.e. when lying prone, or when receiving facial treatment.
 5. Further protective measures avoiding skin to skin contact such as wearing gloves should also be considered, if practitioner has any minor cuts, abrasions, or broken skin on hands/fingers.
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4. AREA OF RISK Toilets

RISK IDENTIFIED Clients who need the toilet during therapy session.

ACTION NEEDED

1. No toilet facilities are available
 2. Clients are encouraged to go to the toilet at home before they attend therapy session.
 3. Alternatively, there are public toilets located on the Quay.
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5. AREA OF RISK Respiratory hygiene and mindfulness breathing exercises

RISK IDENTIFIED Transmission to practitioner or client.

ACTION NEEDED

1. Only gentle breathing exercises. No raising of voices.
2. Posters reminding clients of the "Catch It, Bin It, Kill It" motto are displayed on entering the building.
3. Clients are requested to bring their own masks, tissues and hand sanitiser.
4. All rubbish to be taken away at the end of each session.
5. Windows are open during sessions.

6. AREA OF RISK Cleanliness

RISK IDENTIFIED Transmission to practitioner or client whilst on the premises.

ACTION NEEDED

1. Client to use sanitiser on entering and leaving the building and to sanitise throughout their session as needed.
 2. Practitioner to ensure the therapy room is sanitised before and after client session, including regularly touched surfaces such as light switches.
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7. AREA OF RISK Symptoms of Covid-19

RISK IDENTIFIED Transmission to practitioner or client whilst on the premises.

ACTION NEEDED

1. Clients to be informed not to attend if they feel unwell on the day of appointment.
 2. Clients to complete pre-appointment questionnaire no more than 3 days before appointment.
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8. AREA OF RISK Ensuring clients remember the guidelines and procedures for attending a session

RISK IDENTIFIED Clients may forget the procedures put in place.

ACTION NEEDED

1. Provide clients with a checklist in advance of their session to which they can refer.
 2. Email risk assessment and pre-appointment questionnaire to clients upon booking
 3. Send clients an email or SMS reminder to familiarise themselves with procedures and to complete questionnaire prior to appointment
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SUMMARY OF PRACTITIONER RESPONSIBILITIES TO MINIMISE RISKS

Next Steps (practitioner) will:

1. Work within current Government Guidelines
2. Comply with the hygiene practices stipulated in this risk assessment
3. Ask clients to complete a risk assessment form before each therapy session to ascertain if it is appropriate for the client to receive treatment
4. Wash their hands before and after treatments (or use hand sanitiser with a minimum of 60% alcohol)
5. Have clean, dedicated clothes/uniforms for therapy sessions
6. Will allow adequate time between clients to minimise contact with other clients, enable couch/chair coverings to be changed and any surfaces that have been touched to be cleaned between each client
7. Wear a facial covering and possibly ask clients to wear one too
8. Use clean linen and towels for each client
9. Remove non-essential soft furnishings
10. Sanitise and cover essential furnishings/equipment, such as head/foot bolsters.



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SUMMARY OF CLIENT RESPONSIBILITIES TO MITIGATE RISKS

As a client, you will be requested to:

1. Complete a risk assessment (pre-appointment questionnaire) before each therapy session.
 2. On arrival declare if anything has changed with your health, within your family unit or your social network
 3. Wash your hands (or use hand sanitiser provided by the practitioner) on arrival.
 4. Bring and wear your own face covering.
 5. Bring your own bottle of water
 6. Bring your own blanket
 7. Inform your practitioner if you develop symptoms of Covid-19
 8. Arrange credit/debit card or bank transfer payment if possible
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Client Declaration:

I have read and understood the above Covid-19 Risk Assessment Policy pertaining to therapy appointments located at the venues listed.

I understand that signing my name in the consent box below indicates that I have read this document and agree that I will do my best to mitigate any risk of transmission by following the guidance given.

I have completed (or will complete) a Covid-19 pre-assessment questionnaire prior to each therapy session and understand that failure to do so may result in my therapy session being cancelled.

Client
Signature:

Client Name:

Date:
