

Covid19 – Client arrival, payment and departure procedure

Premises: The Therapy Centre, 57 Winchester street, Salisbury, SP1 1HL
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Procedure / Policy: Client arrival, payment and departure procedure

Occurrence	Action
1. Travelling to the appointment	<ul style="list-style-type: none">- Clients should not come to the appointment if displaying any symptoms that could be related to Covid-19- Clients who are in the 'at risk' shielding group should not book / attend appointments- Where possible, clients should leave accessory items (bags and coats) in the car, or travel with as little as possible.- Unless required as a carer or chaperone, Clients should not bring other persons with them to the appointment- Before arrival client must complete a covid-19 declaration and consent form
2. Arrival at Centre <i>It is intended that practitioners should try to minimise the surfaces that clients make contact with. This should involve opening doors etc.</i> <i>In addition, current advice is that we shouldn't offer glasses of water, or the use of items such as pens. Any shared items will need to be sanitised after use.</i>	<ul style="list-style-type: none">- Clients should arrive on time, or no earlier than 5 mins before their appointment.- Immediately use hand sanitiser in reception- If client is not wearing a mask, they should be directed to do so- Any client who refuses to wear a mask mustn't proceed with the appointment.

<p>3. Payment</p> <p><i>When paying in person, payment should occur in the treatment room, to minimise the use of reception.</i></p>	<ul style="list-style-type: none">- Clients should be encouraged to pay electronically in advance.- Where not possible clients should be encouraged to pay using contactless (current limit is £45)- Where contactless cannot be used then chip and pin is acceptable (Practitioner must clean device after each use)- Where contactless payment is not possible, cash can be accepted. Practitioners must use a separate plastic money holder for any cash received and it is recommended the holder is left unopened for 72 hours after it has finished being used.
<p>4. Leaving the centre</p> <p><i>The practitioner should hold open the treatment room door and open the front door for the client to minimise their contact with surfaces.</i></p>	<ul style="list-style-type: none">- Clients should leave immediately once the appointment has finished (unless toilet facilities are required).