

# COVID-19 Hygiene Policy

At Lavender Thai Therapy, the health, safety and well-being of customers and therapists are our main priority. With this in mind, we need to maintain extra vigilance amid the concerns around the coronavirus, COVID-19.

The following policy outlines the steps that are necessary to ensure that everyone remains safe during this time. It is based on Government advice and guidance given by the World Health Organisation.

## Risk Assessment

Social distancing is not possible for massage therapy. As a business we identify risk controls we need to cover:

1. Staff who may be in the shielded or in a vulnerable category
2. Staff, if they or members of their household are exhibiting symptoms
3. Gathering relevant information (in line with the two points above) about the customer before the treatment - with a view to accepting or rejecting a session
4. Measures to clean the touch points within the premises between customers
5. Directing customers to hand sanitise or wash hands before the session
6. Making sure that rooms are well-ventilated to increase the flow of air, eg by using the air conditioning and keeping the door open where possible
7. Wearing face masks and limiting conversation

## Our customers ...

- must make an appointment and have no flu-like symptoms whatsoever
- must have a non-contact thermometer temperature check when entering the premises
- hand sanitise or wash hands before the session
- can shower before and after treatment, using the gels provided
- will lay on their front for the therapy. If any part is laid on the back, a mask has to be worn

## Our therapists ...

- Are provided with training on all aspects of above Risk Assessment
- Wash their hands before and after each treatment, minimum
- Keep hair tied up for the duration of each treatment
- Keep nails short and clean
- Wear face mask, gloves and disposable apron, if preferred

The precautions outlined here are to protect our customers and therapists.

Thank you for adhering to this policy.

Amazing Thai Therapy Ltd  
Trading as Lavender Thai Therapy