



## Covid-19 Attendance Protocols

It is our prime concern, here at The Lightworks Clinic, to ensure our Clients feel as safe as possible, therefore the following protocols will be strictly adhered to :

### Prior to Arrival

- All Clients will be required to fill in an online Covid-19 Form
- Please only attend for your appointment if you are feeling well. If you have symptoms of any kind, please call the Clinic before leaving home to discuss
- Please bring your own mask/face covering and drinking bottle
- Because all soft furnishings have had to be removed, you are invited to bring your own blanket to lie on and/or to cover yourself, as the couch will only have a plastic cover and paper towel on it in order to facilitate cleaning.
- It is requested not to use the toilet facilities at the Clinic (unless in a dire emergency)

### On Arrival

- Once you have arrived in the car park, please remain in your car and call the Clinic to indicate you are present.
- Once invited to come in, please leave any unnecessary garments or items in your car and make your way to the Clinic, where the door will be opened for you.
- Please wear a mask and use the hand sanitiser offered to you upon entering the Clinic.
- If raining, please remove your outer clothing and place on the coat stand and then re-sanitise your hands
- There is an NHS QR Code for the Clinic, prominently displayed, for those using the NHS Covid-19 Track & Trace App
- Keys & Things can be placed in the bowl provided
- Wherever possible please immediately lay on the couch
- When prior discussion needs to take place, you will be invited to sit.
- During treatment, you may be asked to adjust your own clothing to give access for treatment, if necessary

### After treatment

- Any used protective clothing may be placed in the receptacle provided
- Please put on any outer garment yourself
- Again, please use the Sanitiser provided before leaving
- The door will be opened for you to exit the Clinic

### Future Appointments and Payment

- Future Appointments will be discussed and will either be emailed or text to the Client as confirmation
- Payment will be contactless, via by BACS, or card reader ONLY - No cash or cheques

***Thank you for your understanding and co-operation***