

Once you have made an appointment, you will be called the day before and asked a series of questions to check that you are well and able to attend the following day.

- Have you had a fever in the last 7 days? (feeling hot to touch on your chest and back)
- Do you now, or have you recently had, a persistent dry cough? (coughing a lot for more than an hour, 3 or more coughing episodes in 24 hours or worsening of a pre-existing cough)
- Have you lost sensations of taste and smell?
- Have you been in contact with anyone in the last 14 days who has been diagnosed with Covid-19 or has coronavirus-type symptoms?
- Have you been told to stay home, self-isolate/quarantine due to COVID diagnosis since February, or have you been overseas in the last 14 days ?

When you arrive at the Centre please remain in your car, or outside until the time of your appointment.

- **Please wear a mask**
- **Please bring a drink** with you to have during the session
- **Please do not bring** any additional bags or coats if at all possible

At the time of your appointment your therapist will appear at the front door to collect you. We have staggered appointments so there should not be anyone else in that area.

The Therapist will ask you the same questions again, and then take your temperature before then taking you into the building and down to the therapy room. If your temperature is raised you will not be admitted into the building.

At the end of your session, the Therapist will complete the Next Appointment slip showing the recommendation for the next appointment and it will be returned to the office with your file. You are asked to call the Centre to make any further appointments, if we have not called you within 3 working days. Working days are Tuesday-Wednesday-Thursday.

We have a one way system in place and you will leave via the fire exit door.

The Therapist will return to the room to clean and sanitise before the next client comes in.

If we all abide by these few guidelines then we will all stay safe.

NOTES : If you find you are **unable to attend** for any reason, it is very important that you phone the office as soon as you can. 0121 378 6295 Due to the reduced numbers of appointments available we are expecting there to be waiting lists for all therapists. Non-attendance means that someone else will have missed out on the opportunity of a supportive treatment. **Thank you for your help.**