



COVID 19 Re-opening Plan

Thank you for being so patient

It has taken a little while to formalise our plan for reopening. Like many businesses we have had to make many changes in order to provide a safe environment for our clients and ourselves.

After liaising with Stockton Council, The British Acupuncture Council and various other bodies, we are now in a position to reopen from June for urgent cases only.

We have had to take several steps in order to be COVID-19 secure and the following is some of the differences you will notice when you are next in the clinic.

Clair



Key Steps Taken

1

Treatment Spacing

We will not be running at normal capacity and only 50% of sessions are running. In addition, appointments will have extra spacing between them. This will allow for additional room cleaning time and prevent patient crossover.

2

Soft Furnishings

All soft furnishings at Healing Flow are now disposable or wipeable to ensure all items and surfaces can be disinfected between treatments. Disposable blankets and pillow cases will be used.

3

Soap & Disinfectant

As has always been the case, practitioners wash their hands prior to any physical contact and again immediately after. We will also ask patients to wash their hands on entering Healing Flow.

4

Opening Doors

Please allow practitioners to open all doors for you on arrival and exit at Healing Flow. But rest assured that all door handles are disinfected after each patient.

5

Masks, for you & us

Practitioners will be wearing masks on arrival and we have also spaced chairs in treatment rooms 2m apart. Patients will be asked to wear masks also. You can bring your own mask but Healing Flow will also provide them.

6

Cleaning

We have fully reviewed our cleaning procedures and increased the time between clients for thorough room cleaning. The clinic is fully stocked with soaps, disinfectants, wipes and all other PPE equipment. We have also purchased UV filter lights for added disinfecting.

7

Toilet Facilities

The toilet facilities will remain open but we mention that it may be easier to go before or after attending Healing Flow. We will ask clients to wipe down door handles etc with wipes provided for those who do use the facilities.

8

Reception

Healing flow clinic is now a cashless business. All payments will be taking on bookings over the phone. Rebooking treatments after sessions will be confirmed once payment has been received.



9 tips to remember before and during treatment

1

Check Symptoms

Do you have a cough or fever? If for any reason you are unsure whether you should visit Healing Flow, please ask us.

2

Bathroom

The bathroom is still open for use however at Healing Flow we encourage you to use your own bathroom before and after treatment.

3

Be on Time

Please arrive promptly. As space is limited, if you are early, please wait in your car or outside the front door. Text the clinic when you arrive and we will ring you back when we are ready to open the door.

4

Wash & Disinfect

On arrival, please sanitise your hands at the front door and then again once you enter the clinic - this will be provided. We may also request to take your temperature, digitally.

5

Mask

Out of courtesy, we ask that you wear a mask at all times whilst at Healing Flow, until we get further guidance on this from the government or the World Health Organisation.

6

Consent

New government guidelines mean that we will require consent from all clients. This is to state that you do not think you are at risk of bringing Covid-19 to Healing Flow and that you consent to a treatment where practitioners will come within two metres of you. This can be done at the clinic or emailed to us beforehand.

7

Urgent Care Only

Initially we will resume by seeing urgent care clients only. This will be decided by the practitioner on a case by case basis. However, any condition that would see you go to hospital urgently, severe pain, current IVF treatment. It can also include those who are struggling mentally or emotionally. If in doubt, give us a call to discuss.

8

Cough & Sneezes

Please adhere to good hygiene practice and cough / sneeze into the crook of your elbow to avoid spreading of germs.

8

Payment

All payments will be taking when booking appointments.



Suggestions

We want to ensure that you feel like your health and safety is catered for from the moment you book your appointment to the moment you walk out of the door.

At Healing Flow, we have carried out a full risk assessment and worked hard to provide a secure environment.

However, we always look to improve, so if you think of anything else or if there is any questions in advance of your treatment, please email us at healingflowclinic@gmail.com

Everyone at Healing Flow is looking forward to seeing you very soon. In the meantime, please do take care and stay safe.

Clairé