



HAUORA
AT HOME

Hauora at Home Covid Guidelines

Is it safe to have an appointment?

We are delighted to be able to provide your treatments at home, reducing your need to travel and putting you in full control of the environment in which your appointment will take place.

What safety measures will therapists be taking?

Therapists have completed a government-approved transmission prevention training certificates: Barbicide

Your therapist will confirm before your appointment that they do not have any symptoms of COVID-19, that they have not for seven days, and that nobody they've been in contact with has. This will include a daily temperature check.

Your therapist will wear full PPE (more information below) and materials to disinfect all equipment before and after each booking, including anti-viral wipes and sprays.

What Personal Protective Equipment (PPE) will be worn?

You can expect your therapist to wear a type II face mask as well as a visor for their arrival and for the duration of the treatment.

What should I bear in mind as a customer?

In order for the appointment to go ahead, you will need to confirm that you are free of COVID-19 symptoms and that you haven't been in contact with anyone with symptoms in the last 7 days.

We do also ask that customers adhere to all [government guidelines](#) on hygiene, including washing thoroughly with soap and water before the appointment and disinfecting all regularly touched surfaces.

You are able to cancel with no charge at any time should symptoms occur prior to your booking.

What is the protocol for the appointment itself?

If you have any specific hygiene or treatment requests we do ask that you let us know beforehand so that we can pass them on to your therapist.

When your therapist arrives you can scan their NHS Track & Trace QR code to facilitate the Government's track and trace efforts.

Please point out allocated floor space where your therapist can leave any personal belongings including shoes and bags. Please provide facilities for them to wash their hands with soap and water for 20 seconds on arrival and departure, and a disposable towel to dry their hands.

Your appointment station should be set up somewhere with good ventilation, ideally by an open window or in the open air.

It is important that your therapist doesn't come into contact with any other members of the household throughout their visit.

What should I do if I start to feel unwell before my appointment?

We will need to cancel the appointment if you or anyone in your household is experiencing any symptoms, no matter how mild. You will not be charged a cancellation fee in this period if you need to cancel your appointment for this reason.

What should I do if I start to feel unwell after my appointment?

Please let us know as soon as possible if you develop any symptoms within seven days of your appointment. We will need to pass this information on to your therapist so that they can stop travelling to bookings. We depend on your diligence in keeping us informed.

How will you manage any infection within the community?

If a therapist, or anyone in their household, develops symptoms they will be asked to self-isolate for seven days and will not be able to take bookings. We will contact all customers that this therapist has seen and advise them to self-isolate. If you, or any of your household, develops symptoms after having seen a therapist, please let us know so that they can self-isolate for seven days and stop taking bookings.