



BOWEN THERAPY
THE WALKER TECHNIQUE
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Coronavirus (COVID-19) Infection Prevention & Control Policy and Terms of Business

Implemented 15th August 2020

Treatments Policy and terms of business including Face-to-Face (“hands-on”) Treatments

I am now re-opening my business for hands-on treatments, although I will not be making home visits. I have implemented a number of changes to my treatment room and the way in which hands-on therapy work will be provided. These changes are in line with Government guidelines. My priority is to keep both you and me as safe as possible.

General

As I work from home and I am currently limited by Government requirements concerning the number of people who can visit my house, I will not be able to see more than two clients per day for hands-on treatments. Distance healing will remain unlimited.

It is likely that there will be some days when I am not able to offer hands-on treatments at all as I also have to provide space and time for family and other visitors to come to my house. I hope that this will not cause disappointment, and if you need assistance urgently, I will be able to offer you distance healing when hands-on treatments are not available.

During hands-on treatments, it may not be possible to always follow social distancing guidelines and, therefore, it will be necessary to reduce the amount of time taken in the treatment and to take certain other precautions relating to personal protective equipment (PPE).

Due to the restrictions in daily visits, please avoid attending for your appointment with someone else as this would mean that I would not then be able to give a hands-on treatment to anyone else that day. If someone does come with you please ask them to wait outside or in the car. If you are bringing a child or person for whom you have responsibility for a treatment, you will need to stay in the treatment space. Please ensure that you

supervise the child/person you are bringing and ensure that they adhere to social distancing rules where possible.

Treatment Options and fees

The treatment and healing options available are now as follows:

1. Distance healing and “distance healing inspired by Bowen”. These do not involve meetings in person and are not, therefore, a risk from a Covid 19 perspective. The cost of distance healing and “distance healing inspired by Bowen” will be £25 for a 30 minute healing session and £30 for a longer session. These costs will include a Zoom, WhatsApp or Facetime consultation meeting (I do not use other forms of social media which are not secure or encrypted) before the healing, and a follow-up telephone conversation afterwards.

In my opinion, you should consider this option if you would like Angelic Reiki or Reiki healing (as meeting in person, although desirable, is not necessary).

If you would like healing for specific physical conditions and you are on the list of vulnerable people, where the implications of catching Covid 19 could be serious, then you should also consider this option before considering a hands-on treatment. The Government list of vulnerable people and extremely vulnerable people can be found at paragraph 7 in this Government publication: <https://www.gov.uk/government/publications/staying-alert-and-safe-social-distancing/staying-alert-and-safe-social-distancing-after-4-july>

2. Hands-on treatment for Bowen, Reiki and Angelic Reiki taking place in my garden (weather permitting) which can either be under a canopy or in the open. In my opinion, a garden treatment will involve less risk than a treatment which takes place indoors. The cost of a garden hands-on treatment will be £40 for a 30 minute healing session which cost will include a Zoom, WhatsApp or Facetime consultation meeting before the treatment, and a follow-up telephone conversation afterwards.

3. Hands-on treatment for Bowen, Reiki and Angelic Reiki taking place in my treatment room. The cost of a treatment inside will be £50 for a 30 minute treatment which cost will include a Zoom, WhatsApp or Facetime consultation meeting before the treatment, and a follow-up telephone conversation afterwards.

The total time taken for one appointment, therefore, including the pre-treatment consultation and telephone follow-up is likely to be in the region of fifty minutes to one hour.

Appointments - procedures

1. On booking a treatment, I will send you an email confirmation and a link to a pre-treatment Zoom, consultation meeting. The consultation can also be by WhatsApp or Facetime, however, I prefer to use Zoom where possible. The consultation will usually be on the day of the treatment, but may be the day before. The consultation will last approximately 10-15 minutes unless it is the first time that I have met you, in which case the consultation will last longer to enable us to discuss details of your medical history.
2. During the Zoom consultation, and in addition to our conversation about your presenting symptoms, I will ask you a number of questions which are specifically

related to Covid 19. It is most important for your health and safety and mine, that you answer these questions accurately.

3. **If you or any of the people you live with feel ill or display any symptoms of COVID-19, please advise me as soon as possible and DO NOT COME FOR YOUR APPOINTMENT.** *You will not be charged for any appointments which you miss due to illness. If you are in doubt whether or not you should come for a treatment, please telephone me in advance to discuss this.*
4. When attending for your treatment, please do not arrive early, or if you do, please wait in your car until the appointment time. This is to ensure that I have sufficient time to clean between each treatment and so as to reduce the possibility of contact with others.
5. Before you come into the house or garden, please telephone me to confirm that you have arrived and then put on a mask, unless you are exempt from doing so under the regulations. If you are exempt from wearing a mask, please let me know in advance. I will meet you at the front door and ask you to use hand sanitiser which I will provide. **Please let me know in advance if you have any allergic conditions which may be affected by the use of hand sanitiser gel.** I will ask you to confirm your responses to the Covid 19 questions I asked during the Zoom consultation, or to let me know of any changes since our consultation.
6. I will then take you straight through to the treatment room or the garden as appropriate.
7. I will not be using blankets or soft furnishings and so you may wish to consider wearing warm clothing, especially socks. I will avoid treating directly onto skin wherever possible and if I do need to treat directly onto skin I will wear gloves.
8. Windows will be kept open during the treatment as my treatment room does not have air conditioning, which is perhaps another reason to wear warm clothing!
9. I will wear a visor, mask and apron and, if required, gloves throughout the treatment and would ask that you keep your mask on throughout the treatment. I will ask you to use hand-sanitiser gel on leaving the house/garden which again, I will provide. Please only take off your mask when you have left the house/garden and used the hand-sanitiser gel on leaving.
10. Please bring with you tissues and a bottle of water for your use.
11. **Please note that toilet facilities will only be available for use in emergencies.**

Whilst I hope that it will not happen, if I have symptoms of COVID-19, I will self-isolate immediately and in these circumstances I will have to cancel your appointment, possibly at short notice. If, otherwise, I feel unwell, I may ask you to move your appointment as a precaution.

Cleaning

I will be increasing the frequency of cleaning within the treatment room, including making sure that common surfaces are wiped clean using disinfectant products between each client. My protective clothing will be changed or cleaned between clients and laundered in accordance with relevant guidelines.

Access

Parking is usually available on the street within a short distance from my house. Access to the garden will be via the side of the house over a gravel path. Access to the treatment room will be via the front door which involves two small steps.

If you have particular access requirements, please let me know in advance in order that I can consider these.

Missed Appointments

As mentioned above, I am limited to the number of people who can visit my house on any day and, therefore, if you wish to cancel your appointment I ask that you give me a minimum of 24 hours notice, so that I can make the treatment slot available for someone else. If you cancel on less than 24 hours notice or do not turn up for a treatment, then, unless you are unwell, I reserve the right to charge 50% of the treatment fee.

Please note that I will be sticking to the appointment times, and, therefore, if you are late, I may not be able to give you a full 30 minute treatment. If this happens, I will still, however, charge you the full fee for the treatment.

Risk Assessments

I have carried out a risk assessment on all treatments and I am confident that I can continue to provide these safely. Risk assessments will be completed regularly for each client. Generic risk assessments for a Bowen treatment and a Rieki/Angelic Reiki treatment are attached and will be reviewed and where necessary, updated.

During your treatment

I will try to make your treatment as safe, comfortable and enjoyable as possible. If you have any concerns about your treatment, please let me know and I will do what I can to assist you.

After the treatment

In order to avoid handling of cash, after the treatment I will send you an invoice by email which will include my bank details so that you can transfer funds to me by bank transfer. Please settle any invoice promptly. If you do not use internet banking please advise me in advance. I do not have facilities to process card payments.

All of these procedures have been implemented for your safety and mine. I will continue to have regard to advice from the Government and the NHS regarding safe practice and will amend these procedures as necessary.

Mike Overend