

Physio and Pilates In Motion Covid-19 Policy:

With your cooperation we can keep the studio safe.

A Message from Charlotte & Gary...

Thank you so much for all your support over the last few months during lockdown. As we prepare to reopen the studio here is an outline of the new measures we will be putting in place to keep you all as safe as possible while you attend your appointments and classes. We will be keeping a very close eye on any changes to guidance and we will keep you up-to-date via our website, emails and social media.

Studio Updates

We will re-open the studio for individual appointments first. This includes **Physiotherapy, Soft Tissue Massage Therapy and 1:1 Pilates**. Once we feel ready (and we've been given the go-ahead from the Chartered Society of Physiotherapy) we will reopen our doors for studio classes too.

Owing to the popularity of our **online classes** these will continue for the foreseeable future (even once the studio re-opens). We will monitor the advice and guidance of the government and our governing bodies to ensure we are operating safely at all times. For now, we hope you continue to enjoy the freedom of being able to access 'Physio and Pilates In Motion' classes in the comfort of your own home, available 24/7.

NEW FOR AUGUST We are excited to announce that we have been given permission from the council to start some **outdoor exercise classes**. These classes will be held at Northborough and Deeping Gate Recreational Park. We will email you more details about these fun outdoor classes over the next few days.

As we start to reopen the studio, we will be contacting you all to ask whether you feel ready to resume face-to-face treatment / classes yet. If you are keen to get going, we will also need to have a chat on the phone to talk about your individual Covid-19 risk and medical history. We want you all to be safe and well!

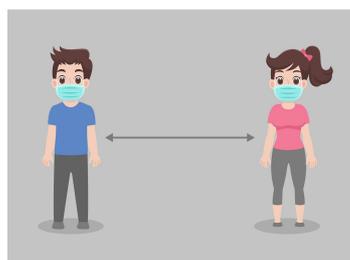
Here are the steps we've been taking so far to make the studio "Covid Secure"...

The main symptoms of Covid-19 are:



We will be screening everyone for Covid-19 symptoms and risk factors. You will be emailed a Covid-19 Screening and Consent Form before every appointment / class you attend.

1. Social Distancing and PPE.



We have redesigned the studio to ensure that safe social distancing can take place throughout your sessions.

If you are attending a Physiotherapy or Soft Tissue Massage Therapy appointment we will conduct as much of the appointment as we can virtually or 2 meters apart (including appointment making, payments, verbal assessment and any exercise prescription). This means that we will only come into close contact with you for hands-on treatment. We will be wearing the recommended PPE throughout the entire Physiotherapy / Soft Tissue Massage Therapy session (as advised by Public Health England). **You will also need to wear a Type 11R face mask, which we will provide you with.**

1:1 Pilates will be taught at a 2 meter distance, with verbal and visual corrections given freely. We will be wearing a mask and gloves throughout 1:1 Pilates appointments. Any hands-on corrections can only be done if we are wearing full PPE. **You will need to bring along your own face mask to wear, which can be homemade / fabric.**

For Physio-led Pilates classes, all exercise mats will be spaced 2 meters apart. This means class sizes will need to be much smaller (maximum of 6 people per class). We will have social distancing procedures in place to ensure you can arrive & leave the studio safely. We will be wearing a mask and gloves, with full PPE on hand should any problems arise that require closer contact. **You will need to bring along your own face mask to wear, which can be homemade / fabric.**

2. Session times & arriving / leaving the studio.

We will allocate 30 minutes between each appointment / class to give us time to thoroughly clean and disinfect the studio. This will also help to spread out the arrival & departure of everyone attending. Please try your best to arrive on time; We won't be able to let you in early if we are still finishing our cleaning & disinfecting procedures, but you may need to reschedule your appointment / class if you are late.



Whether you are attending an individual appointment or class, we will ask you to wait outside the studio (at the designated 2 meter distanced mats), or inside your car if you prefer. We will then call you in once the studio is ready for you (this will be one at a time if it is a class).

At this point you will be asked to sanitise your hands and put your face mask on. We will confirm that you still have no Covid-19 symptoms. You will then be asked to place any personal belongings into a plastic storage box and wash your hands. If this is your first time attending the studio for a face-to-face appointment following the Covid-19 lockdown you will be asked to sign a consent form after washing your hands.

If you are attending a class you will be allocated a mat space that will be yours for the entirety of the class.

Once your appointment / class is over you will once again be asked to wash your hands, gather any personal belongings and safely leave the studio (this will be done one at a time if it is a class).

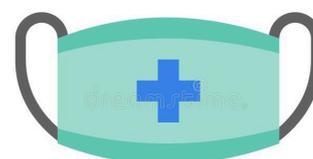
3. Payments.



At the moment we would prefer all payments to be online payments or contactless card payments. The majority of you already pay online; but for those of you who wish to pay by cheque or cash, we ask that you kindly place your payment in a sealed and named envelope, and there will be a designated envelope in the studio for you to place your payment envelope in. Thank you!

4. Staff Personal Protective Equipment (PPE).

We are required to wear PPE throughout all sessions. Please don't be put off by our PPE; we are still the same friendly faces underneath!



5. NEW COVID-19 CLEANING / DISINFECTING PROCESS

Cleaning and disinfecting, plus more frequent cleaning.

As we had begun prior to lockdown, we will continue to clean and disinfect the studio more frequently. We will be following guidelines set out by the World Health Organisation to both clean and disinfect all treatment areas and common areas after every appointment / class - with a greater attention to all high-touch surfaces (such as treatment areas, treatment couch, studio floor, door handles, rails, light switches, sanitising stations, lockers, bathroom, sink, toilet, chairs, front desk).

Increased weekly cleaning of the entire studio.

We'll be cleaning the entire studio thoroughly from top to bottom, regularly throughout each week.

Laundry.

We have reduced the amount of fabric items used around the studio. All towels, couch covers and uniforms will be laundered at 60 degrees and tumble dried to kill any bacteria and viruses. Any other surfaces that cannot be disinfected will be steam cleaned.

STUDIO MATS WILL NO LONGER BE AVAILABLE: .

To reduce your Covid-19 infection risk, **you will now need to bring along your own exercise mat (and head cushion if you'd like).** This will keep you all safe and reduce the risk of spreading Covid-19 in our Pilates community. If you would like any help with finding a Pilates mat please contact us and we'll happily point you in the right direction. For the time being all small equipment (including: exercise mats, resistance bands, weights, soft balls, magic circles, head blocks) that is usually shared will be removed.



6. Hand Sanitisers will be placed in the following locations around the studio:

- By the studio entrance / exit
- By each exercise mat
- In the treatment room

7. Staff health checks.

We will be keeping check of our own health and symptoms. If we are unwell we will unfortunately need to reschedule all appointments / classes until we are symptom-free / have had a negative Covid-19 test.



8. NHS TEST AND TRACE.



We will be keeping a log of everyone's names and contact details following your appointments / classes as per government regulations. If we are contacted by NHS Test and Trace we will share the relevant names and contact details with them in order to play our part in helping reduce the spread of Covid-19. If we have passed your details on to an NHS contact tracer we will let you know we have done so.

9. Your Responsibility.

We've put a lot of changes in place - with details beyond what you see here. Our new safety protocols will be most effective if we ALL play our part.

- **Masks:** For all appointments and classes at the 'Physio and Pilates In Motion' studio we ask that you wear a mask.

For Physiotherapy / Soft Tissue Massage Therapy appointments: We will most likely need to come into closer contact with you for hands-on treatment. For this reason, we will provide you with a disposable Type 11R face mask to wear during your appointment.

For all Pilates sessions (both classes and 1:1s): We have always made it our mission to look after you all and make the studio a safe place, where we look out for each other too. In line with this ethos, we feel the studio will be safest if we all wear a mask for now. You will need to bring along your own face mask, which can be homemade / fabric.

As new Covid-19 cases drop and the R-rate lowers, we will be able to lift our mask wearing policy. But during these early stages we feel it is important to be safe. Thank you.

If you come along to any of your Pilates appointments without your own mask we will provide you with a disposable mask (at a cost of £1 for each mask used).

- Please make sure that you **practice social distancing** at all times, both in the studio and in the car park. We will be helping you to enter and leave the studio one at a time, keeping everyone safe.
- We ask that you please bring your **own exercise mat** and any extra equipment you would like (cushions, towels, weights) to use during your session.
- You must complete the **Covid-19 Screening and Consent Form** before every face-to-face appointment / class you attend. If you don't wish to fill in this form you will not be able to attend the studio, but we can explore alternative virtual treatment / class options.
- **If you have any symptoms of Covid-19**, feel unwell in any way please do not come to the studio.
- If you develop symptoms of Covid-19 in the days following your appointment / class please let us know **asap**.
- If you feel unwell or have any concerns about coming in, please stay at home and stay safe.

And finally...

We understand that all these new measures can seem overwhelming and confusing at first. But once your treatment / class starts you'll find yourself in that familiar place you know and love. That sanctuary you've been needing now more than ever is waiting for you - and we can't wait to see you again!

We thank you in advance for your understanding and support.