

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 year during the Covid-19 pandemic. Here is an outline of the measures that are 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

As we begin to see Covid-19 lockdown restriction ease, here is a summary of the services we will be able to offer at 'Physio and Pilates In Motion':

During National Lockdown: [Physiotherapy](#) and [1:1 Pilates](#) (if for a specific Physiotherapy need).

From the 12th April Onwards: [Physiotherapy](#), [1:1 Pilates](#), and all [Massage and Soft Tissue Therapy](#) services can restart.

From 17th May Onwards: [Physiotherapy](#), [1:1 Pilates](#), all [Massage and Soft Tissue Therapy](#) services, and [Physio-led Pilates / Exercise classes](#) can restart.

We hope you find this summary helpful.

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

1

RAISED
TEMPERATURE /
FEVER

2

NEW ONSET OF DRY /
PERSISTENT COUGH

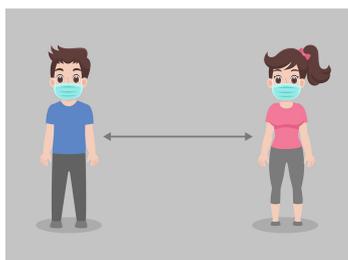
(or new worsening of a
chronic cough)

3

CHANGES / LOSS TO
YOUR SENSE OF
SMELL / TASTE

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. We expect everyone to answer this form truthfully to the best of their knowledge. If you have any of these symptoms, have been in close contact with anyone else who has, or have travelled abroad, you will not be able to attend the studio until your period of self-isolation is over. Rest assured we can still offer you online classes and online appointments to continue your treatment.

1. Social Distancing and PPE.



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

Physiotherapy: You have the option of attending either a Virtual (Zoom) or Face-to-Face appointment. If attending a Face-to-Face appointment Charlotte will conduct as much of the appointment as possible at 2 meters apart (including appointment making, payments, assessment and any exercise prescription). This means that she will only come into close contact with you for hands-on assessment and treatment. Charlotte will be wearing the recommended PPE throughout the entire Physiotherapy session (as advised by Public Health England). **You will also need to wear a face mask.**

Massage and Soft Tissue Therapy: Gary will conduct some of the appointment at 2 meters apart (such as appointment making, payments, observational assessment and any exercise prescription). He will come into closer contact with you for hands-on treatment. Gary will be wearing the recommended PPE throughout the entire appointment (as advised by the Government and his Governing Body). **You will also need to wear a face mask.**

1:1 Pilates will be taught at a 2 meter distance, with verbal and visual corrections given freely. Charlotte will wear a mask throughout 1:1 Pilates appointments. Any hands-on corrections can only be done if wearing full PPE. **You will also need to wear a face mask for your appointment.**

For Physio-led Pilates classes, all exercise mats will be spaced 2 meters apart. This means class sizes will be a maximum of 8 people per class. Social distancing procedures are in place to ensure you can arrive & leave the studio safely. Charlotte will be wearing a mask throughout the whole class (with full PPE on hand should any problems arise that require closer contact). **You will also need to wear a mask.**

2. Session times & arriving / leaving the studio.

We will allocate 15 minutes between each appointment / class to give us time to thoroughly disinfect all high touch areas. 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 disinfecting procedures, but you may need to reschedule your appointment / class if you are too late.



Whether you are attending an individual appointment or a 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 put your face mask on. You will then be asked to place any personal belongings into a plastic storage box and wash your hands. Each week you will be asked to sign a "Consent to Treatment" form after washing your hands. Hand gel is also available to use whenever you feel you need / want to.

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 / sanitise 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. NEW COVID-19 CLEANING / DISINFECTING PROCESS

Cleaning / disinfecting.

We will continue to clean and disinfect the studio more frequently. We are using a combination of either Flash and Zoflora, or Cert. Both Zoflora and Cert are proven to kill the Covid-19 virus. We are following guidelines set out by the World Health Organisation to clean / 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 are cleaning / disinfecting the entire studio thoroughly from top to bottom regularly throughout the week.

Laundry.

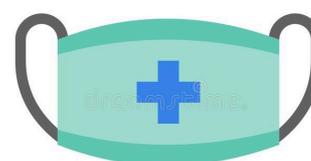
We have reduced the amount of fabric items used around the studio. All towels, couch covers and uniforms will be laundered at 60 degrees and tumble dried to kill any bacteria and viruses. Any other surfaces that cannot be disinfected will be steam cleaned.

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. Any small equipment we use during the classes (theraband, soft balls, weights) will be single person use, and will be thorough disinfected after use. You are also welcome to bring your own small equipment along to classes if you prefer.

5. 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!





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. Now that lateral flow tests are available to everyone, we will be testing ourselves twice a week. If we have any Covid-19 symptoms, or a positive test, we will cancel and reschedule all appointments / classes until we have completed the recommended period of self-isolation.



8. NHS TEST AND TRACE.



We are fully compliant with the NHS Covid-19 Test and Trace programme, and if you wish to attend the studio you will need to be too. We will be keeping a log of everyone's names and contact details when you attend 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. If you are not happy to FULLY comply with the Covid-19 Test and Trace programme then unfortunately we will not be able to offer you any face-to-face appointments at the studio. We can still offer you online classes / appointments though to continue your treatment.

9. Risks, Pros and Cons of Attending the Studio

It is important that you understand the pros and cons of your preferred treatment type, especially during the Covid-19 pandemic. Here's what we consider the Covid pros and cons to be, so you can make an informed decision about your treatment...

Face-to-Face Physiotherapy / Massage / Soft Tissue Therapy:

Pros	Cons
You can have a full assessment; this includes both hands-on and observational assessment. Your therapist will be able to see you move from a 3D perspective; paying attention to all the little details (like muscle tone, transference of weight, muscle imbalance, etc).	We have lots of Covid-19 screening and cleaning procedures in place, but despite this there is still a risk of you catching Covid-19. 1 in 3 people with Covid-19 have no symptoms at all.
Your treatment can consist of hands-on therapy, exercises and advice.	Social distancing cannot be maintained during hands-on treatment. This is why we both need to wear a mask, and your therapist will wear PPE too.
	Some people may find it hard to hear due to mask wearing. Please just tell us if you're struggling to hear and we will speak slowly and as clearly as possible.

Virtual Physiotherapy (via Zoom):

Pros	Cons
You have no increased risk of catching Covid-19 as you have stayed at home for your appointment.	It may take a bit of practice to get good camera angles so I can see you properly, especially when it comes to observing your movement.
You can still access great Physiotherapy advice and exercise therapy.	You cannot have hands-on assessment or treatment. Although lots of patients can be successfully treated with exercises and advice.
	Our assessment may not be as thorough due to difficulties seeing you move. Physios are great at spotting subtle things (like muscle tone, muscles switching on/off, slight rotations, etc). This detail can be missed when we are not face-to-face.

10. 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 to keep the studio and each other safe:

- **Masks:** For all appointments and classes at the 'Physio and Pilates In Motion' studio we ask that you wear a mask.
- Masks in 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.
- If you come along to any of your appointments / classes 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. For Pilates classes, 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** to all classes.
- 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**, or feel unwell in any way, please do not come to the studio.
- We expect you to comply with the NHS Covid-19 Test and Trace Programme.
- 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.