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**Coronavirus (COVID-19) Infection Prevention & Control Policy**

**For**

**Toning Table Therapy Centre, 116 The Stow, Harlow, Essex CM20 3AS**

Dear Member, (*monthly, weekly or annual member*)

**Please read the entire document – if you have any questions, please email or contact us on details at the end of this document.**

All of us have been affected by the coronavirus (COVID-19) pandemic in one way or another and many of you may be very concerned about venturing back in to normal society and back in to Toning Tables. Your health and well-being has never been more important than it is today, we have been locked in for many months and it’s time to get back out, get moving and get fit again. We want to reassure you, that firstly, you are not alone in your concerns and secondly, that we at the Toning Table Therapy Centre are doing everything we can, in line with Government and Industry Guidelines to ensure your and our safety, comfort and protection for your return.

We have missed being able to welcome you to the centre that we know you love and we are looking forward to seeing you again as soon as possible. Bookings can be made from 27th July 2020.

Our priority is to keep you as safe as possible and prior to re-opening the centre we have implemented a number of changes which we would like to make you aware of. During the time the centre has been shut, we have completed the Coronavirus (COVID-19) Infection Prevention and Control course which is accredited by the Guild of Professional Beauty Therapists Ltd, the principles of which cover and can be applied to Toning Tables. We have since made a number of changes in the way that we operate that you will notice when you next visit.

In order to ensure 1- you stay safe, 2- our team stay safe and 3-we can remain open, we must enforce these rules fully and we appreciate your compliance and support in doing this. If you feel for now, that these rules are too strict for you to adhere to, we understand if you want to wait until further down the line, when measures will be lifted but this may be, as some scientists are claiming, a year or even years. So for now, the below will be the new normal but will be under constant review and may have to change in line with Government and Industry guidance and scientific discoveries as this awful virus is studied and understood.

**Although this seems rather wordy – please read to the end, in practice it will be smooth and you will quickly adjust to the new norm. We thank you for your cooperation and understanding.**

**Booking Appointments**

There will be NO walk-ins permitted – everyone has to book their own session. *We have always prided ourselves on being flexible but for now, a booking has to be made.*

**If we or you have any symptoms of Covid-19**

If any of **our team** feel ill or have symptoms of C0VlD-19, they will self-isolate immediately and not come into the centre. This may mean that we may have to cancel/change your session at short notice until suitable cover can be arranged. We appreciate that this may be inconvenient but it is done entirely for your own safety. If your session is cancelled you will be able to re-book*.* If a member of our team becomes ill whilst at the centre, the centre will be closed and a deep clean will be carried out.

**If you** or any of the people you live with feel ill or display any symptoms of C0VlD-19 – please advise us as soon as possible and DO NOT COME TO THE CENTRE FOR YOUR SESSION.

If you become ill during your session with any symptoms of Covid-19, you must advise the team immediately, stop your session and leave immediately. You will then need to go in to isolation for 14 days, take a test and advise the TTT team of the outcome of your test. If your test is positive, the centre will need to be closed, a deep clean performed and the team working at the time will need to go into isolation for 7 days, if no symptoms emerge, they can return to work and the centre can reopen if staffing is available.

With limited number of the team, this could mean than any outbreak, could close the centre for 1-2 weeks at a time, so again, we ask for your full compliance in wearing PPE and hygiene; and by not attending your session if you have any symptoms.

**Visiting the Toning Table Centre**

For your safety and to maintain social distancing the machines will be spaced out differently and some of the power plates/horse will have to be removed for now to allow the required space.

On your first visit back to the centre – your details will be checked, Name, Address, Home and Mobile number, email address. These are required to be collected by law and may be needed for Track and Trace if we encounter an outbreak.

For every session we ask that:-

* You attend your session as close to the appointment time as possible.
* Please do not turn up early for sessions as this may mean that you come into contact with other members who are just leaving.
	+ You will be asked to wait outside until your time slot before entering the centre.
	+ If you arrive too late and there is a person booked in the next 5 minute slot, you will be required to rebook/pop back in next available slot. We apologise about this but we have to by law, ensure not too many people are in the centre and also social distancing remains in place where ever possible.
* Please note – NO GROUPS of people can arrive together. Sessions will be spaced out in 5 minutes apart. A strict arrival process will be in place and enforced, so please do not arrive in groups. Couples or household members may arrive together and go on the machines next to each other but a one-machine-gap, will still need to be in place with other members.
* Only the person working out at the centre will be allowed in, there will be NO WAITING AREA for now.

**Process in the Centre** *(in practice will flow quite easily)*

* Booked person - arrive at your booked time.
* Put your mask on in the lobby before entering into the main part of the centre (this will be indicated)
* Wait at the end of the hallway, where indicated and remove your shoes.
* Your temperature will then be taken, hand gel applied to your hands.
* A sanitised face shield will be given to you to put on. You will then be able to come in to the centre.
* A locker key will be given to you, please place your shoes and items in the sanitised lockers and return the key to reception. Your locker number will be noted by your name as you check-in.
* Take one of the sanitised seat coverings from the reception desk and if there is a machine gap, between you and the next person, you can then start your session. Please wait until they start their next machine, to ensure you are always 2 machines apart. DO NOT BRING YOUR OWN TOWEL FOR NOW.
* Once your session is complete, ask for your locker key, return to your locker; do not put your shoes on until you are back at the area you took them off. Book your next session with reception – a confirmation text message will be sent out to you or you may write on your own card.
* We have increased the frequency of cleaning in the centre including making sure that common surfaces, toilets door handles etc. are wiped clean using disinfectant products each hour and will be closed 1pm-2pm for deep clean each day, carpets will also be steamed cleaned regularly.
* A one way system will be in place, you will need to go around the machines in their order, no cutting across machines or jumping back and forth. If you need to miss a machine, you will need to wait until you can move on.
* Hours at the centre will be reduced to protect TTT Team. Suggested operating times 9am to 6pm/7pm – closed 1-2pm for cleaning. (*This will be under constant review as we move forward and numbers increase – initially we need to keep the appointments quite blocked to reduce risk levels)*
* Toilet will not be available for members (unless an emergency) as we are unable to clean this after every use and take a team member away from the main centre and keep the processes in place. We apologise for this inconvenience and will of course review as rules change.
* Water will not be available, so we encourage you to bring your own to the centre to drink before and after your work out. You will also not be able to leave the machine you are on to go get a drink. This increases risk of movement, also drinking on the machines, means you have to remove your mask, so we ask that you drink before and after, your session for your own safety.
* All equipment will be disinfected in line with the specific manufacturers’ instructions for your safety.
* Air Conditioning Unit supplies air from outside, it is not recirculated air, therefore in line with Government Guidelines, we will be able to operate the AirCon during your visit.
* All Face shields supplied, will be sanitised immediately after use and will be stored in a sealed container ready for use. All Face shields being used are fully wipe able, clear and adjustable for each person.
* You will have access to hand gel sanitiser throughout the centre, please ask if you need it or help yourself.
* We will understand and not be offended if you wish to wear disposable gloves when you visit the centre and during your session but these must be put on whilst you are in the centre, and hand sanitiser applied to them prior to using the equipment.
* Please don’t be surprised or upset when you arrive at the centre, the TTT Team, will be wearing Face Shields/Masks. This is for their and your protection.

**Risk Assessment**

We have carried out a full risk assessment on all equipment/your exercise session and the centre overall and we are confident that we can continue to offer you Toning Table sessions safely with the above changes in place.

All of these procedures have been implemented for your and our safety. We will continue to take advice from the Government and the NHS regarding safe practice and will amend/adjust them as necessary.

Thanks you for your understanding.

Louise & Chris

**Centre Owner**

**Date 26th July 2020**

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