****Dear

I do hope you are all well and been managing lockdown ok?! Hopefully as lockdown is beginning to ease that you are able to enjoy some of the activities that are returned back to us, which new measures out in place.

It has and still is a very unusual time for everyone and I hope that it’s impact on your lives has been minimal. The warm weather has been a blessing for the majority of lockdown helping to make everything seem a little brighter and perhaps more manageable?!

I have had quite a few enquiries about when I will be resuming treatments, and I am please to say that as from this Monday 13th July my profession has been give the green light! I am very excited to get back to doing what I most enjoy, helping all of you by offering a variety of different techniques to provide effective on going pain relief treatment, support and aftercare. I know for many, lockdown has been a difficult time trying to manage varying levels of discomfort and not having that external support. So, Tracy Cook is back in town!!! 🤗🤪

There are, as you would expect some new guidelines/protocols to be actioned and put in place going forward. I have been following my Associations on going research around safety in the work place and receiving the latest information which is constantly evolving… So, the protocols that have been put in place are the most current, and I will be continually keeping myself informed so as to maintain the safest treating environment as I can. So, to date I would like to share with you what changes have been implemented to mitigate the risks as much as is reasonable possible. I also want to reassure you that to the best of my knowledge I have implemented appropriate protocols to keep you safe whilst also trying to give you a positive experience.

This is a new time for us all and I apologise in advance for the inconvenience this may cause to your therapy journey. I am hoping in the near future when we have a better understanding of COVID-19 that some old protocols such a sitting down in the waiting area upon arrival to your appointment will be able to return.

The following protocols that will affect you:

What protocols have I put into place:

* I, the therapist will wear a face mask for duration of appointment
* Door will be left open to avoid contact with surfaces
* Where possible have fresh air flowing throw treatment room
* Change face mask for each new client
* Use of specific anti bacterial/virus disinfectant before and after every client of couch and any other surfaces contacted during appointment
* Change couch cover after every client
* All paper couch/pillow/face cushion covering as per normal will be disposed of
* Lubricant used will be isolated before session and placed on a clean lid to avoid cross contamination

Appointments :

* I will meet you at the door, this is to check that you are healthy and symptom free before entering.
* You will need to wear a face covering throughout the duration of the appointment; this needs to be fitting to avoid constant readjustment to stay in place.
* Use the hand sanitiser provided before entering and before you leave.
* All doors will be open for you to avoid contact with surfaces.
* Where possible, please try to avoid needing to use the toilet - though if you do, use of hand sanitiser/washing of hands as you would normally do ☺️
* A box for your clothes will be provided. So, please place loose items such as keys, mobile phones and items of clothing in the blue box provided.
* There will be a longer period between appointments to sanitise room and avoid clients meeting upon arrival or departure of their appointment.
* Before attending an appointment you will need to complete a consent form email it back signed or bring a signed copy with you. Consent form link below.

Face Masks :

* If you do not have a adequate face mask, I can provide with on at a cost of 50p.
* You may wear a reusable face mask though should be washed in a minimum of 60 degrees and be freshly washed for appointment.
* For your comfort, a face mask with a filter would be best to absorb the moisture (condensation) created during breathing exhalation process and even more so when talking, this will avoid the mask becoming uncomfortable moist and soggy around the mouth and nose.
* Minimum standard of face coverings: The purpose of face coverings is to reduce the dispersal of moisture particles into the air rather than filtering the air the wearer is breathing. Your face mask must fit correctly, covering the nose and mouth, and which are as comfortable as possible. Scarves and buffs may be used as face coverings but these may not be practical in a therapy setting as they are more difficult to keep in place and may need adjusting (need to avoid fingers/hands touch face) and does not absorb the condensation created as part of the breathing exhalation process.
* Use of homemade face coverings if they fulfil the above criteria.

Shielded Groups : If you are in a shielded group, and you are unsure about resuming appointments, I would advise that you seek guidance from the relevant medical profession before treatment.

Miscellaneous :

* If you arrive to your appointment early, for the time being, please wait in your car until your appointment time; this is to avoid crossing over of clients.
* Preferred payment method for the time being is via a bank transfer.
* If you pay with cash, please could you put the exact amount (£48) in an envelope to avoid any handling of money.
* Before attending an appointment please complete the consent form and with email it back to me signed to tracycooksportstherapy@gmail.com or bring a signed copy with you. Click on link for consent form : https://1drv.ms/w/s!AmKKWo5FmTJIhBNA2CC8AkBzkRUq

If you have any questions please do not hesitate to call. I am already taking bookings, so please get in touch.

Kindest regards,

Tracy