



<p>Clients/Practitioners displaying temperature or other COVID-19 symptoms prior to or upon arrival to venue could increase risk of transmitting infection</p>	<p>Practitioners and clients not to attend the venues if they have or have been with anyone who has had ANY symptoms of COVID-19 within the last 14 days, however mild. (New, continuous cough, high temp of 37.8°C or above, loss or change in sense of taste or smell) Rescheduling available for last minute cancellations in this instance only. Client receive instructions in booking emails</p>		<p>Practitioners, Practitioners to advise clients, TruthPie to advise clients</p>	<p>Actioned</p>
<p>Clients displaying temperature or other COVID-19 symptoms on arrival at venue could increase risk of transmitting infection</p>		<p>Practitioners to take client's temperature with no contact device outside of main entrance before allowing them to enter building. Clients not to enter building with temperature of 37.8 degrees Celsius or higher. If temperature is above 37.8°C): Advise and offer to call 111 for client to seek next steps. If practitioner has been within 2m of client, they should also seek advice by calling 111 and they should inform TruthPie who will</p>	<p>Practitioners, Practitioners to advise clients, TruthPie to advise clients</p>	<p>Actioned</p>
<p>Practitioners displaying temperature or other COVID-19 symptoms whilst inside venue could increase risk of transmitting infection</p>	<p>If practitioner displays a temperature of 37.8°C or higher on arrival to venue or during the working day, they are not to go ahead with treatments until a negative test has been obtained. Likewise, if they display other symptoms of COVID-19 (new continuous cough/loss or change in sense of taste or smell, however mild). The following steps should be followed- Immediately don facemask and call 111 for advice of next steps, waiting in the current treatment room. Immediately inform TruthPie, so we can reschedule/cancel any clients arriving at the venue until a negative test has been obtained. If practitioner has been within 2m of any clients TruthPie will inform the clients, they will be advised to seek advice by calling 111. Full venue clean before other practitioners/clients use building using government guidance. Inform other venue users</p>	<p>Practitioners to take their own temperature upon arrival to venue.</p>	<p>Practitioners</p>	<p>Actioned</p>
		<p>QR Codes displayed in each treatment room. Clients and practitioners have the option to check in using the NHS Track &amp;</p>	<p>TruthPie Director</p>	<p>Actioned</p>
			<p>TruthPie Director &amp; Practitioners</p>	<p>Actioned</p>

<p>Clients/Practitioners displaying temperature or other COVID-19 symptoms whilst inside venue could increase risk of transmitting infection</p>	<p>If client displays COVID-19 symptoms, however mild, after arriving inside venue, they are not to continue receiving treatment. (High temperature of 37.8°C or above, a new continuous cough or loss or change in sense of taste or smell). The following steps should be followed- Client and practitioner to immediately don facemasks and practitioner to call 111 for advice of next steps for clients and themselves (Offer for client to make their own call if they would prefer). Client to wait in the current treatment room - practitioner to keep at least 2m distance from client. Immediately inform TruthPie, so we can reschedule/cancel any clients arriving at the venue until a full clean has Full venue clean to be organised before other practitioners/clients use building using government guidance. Inform other venue users. Negative test to be confirmed by practitioner before continuing treatments at TruthPie.</p>		<p>Practitioners, Practitioners to advise clients, TruthPie to advise clients</p>	<p>Actioned</p>
<p>Doorbell, Door handles, handrails, surfaces, sign in/out board in shared entranceways- Practitioners and clients may come into contact with droplets or surfaces contaminated with COVID-19</p>	<p>Regular and increased cleaning of shared spaces by building management</p>		<p>TruthPie Director (outsourced)</p>	<p>Actioned</p>
<p>Areas shared with other businesses in venues- contact with droplets or surfaces contaminated with COVID-19</p>	<p>Ask Clients to arrive no earlier than their scheduled appointment time. Meet clients at main entrance at the time of their appointments. All venue attendees to sanitise hands immediately upon entrance to venue.</p>		<p>Practitioners, Practitioners to advise clients, TruthPie to advise clients</p>	<p>Actioned</p>
	<p>Weekly cleaning of shared spaces and updated as needed</p>		<p>Practitioners and TruthPie Director (outsourced)</p>	<p>Actioned</p>
	<p>Regular cleaning of shared bathroom/kitchen surfaces and of shared surfaces.</p>		<p>Practitioners and TruthPie Director (outsourced)</p>	<p>Actioned</p>
	<p>Practitioners to wash/sanitise hands immediately before treating clients</p>		<p>Practitioners, Practitioners to advise clients, TruthPie to advise clients</p>	<p>Actioned</p>
	<p>Wash/Sanitise hands after using shared any areas of the building (post room, bathrooms, corridors and stairways) to not further spread contamination around surfaces within TruthPie spaces.</p>		<p>Practitioners, Practitioners to advise clients, TruthPie to advise clients</p>	<p>Actioned</p>
	<p>Weekly cleaning of shared spaces by building management</p>		<p>Workspace Ltd</p>	<p>Actioned</p>
	<p>Wash hands upon arrival at venue, before, during and after treating clients to not further spread contamination</p>		<p>Practitioners</p>	<p>Actioned</p>

		Practise all government recommended social distancing in shared areas of the venue (post rooms, bathrooms, corridors, stairways, shared kitchens) Hand sanitiser available to take to bathroom and kitchens. Paper towels available to dry hands. Windows to be opened where possible. Daily clean of surfaces, massage tables and equipment.		Practitioners, Practitioners to advise clients, TruthPie to advise clients	Actioned
TruthPie venue surfaces and fittings- Padlocks, Door handles, cupboard door handles, used surfaces, light switches, chairs, tables, massage tables (especially around face hole), bolsters, taps, personal therapy equipment (including therapeutic cups, oil dispensers/bowsl, ipads and iphones used for taking notes etc). sneakers. card machines		To be sprayed with antibacterial surface cleaner and wiped with antibacterial cloth before, during and after every treatment/use. Practitioner to open and close doors for the client. All venue attendees to wash/sanitise hands immediately upon entrance to venue. Equipment which has made contact with skin of client/practitioner to be cleaned after each use Card Machines to be avoided where possible and no cash accepted for treatments. Invoices/payment links should be sent for prepayment of appointments wherever possible.		Practitioners, Practitioners to advise clients, TruthPie to advise clients	Actioned
Waste disposal- Uncovered Waste, irregular disposal could be risks for practitioners or clients Airborne particles could cause infection		Lidded waste bins, waste transferred on a weekly basis or as needed. Likewise for recyclables.		Practitioners, Practitioners to advise clients, TruthPie to advise clients Practitioners, Practitioners to advise clients, TruthPie to advise clients	Actioned Actioned
				Practitioners and TruthPie Director (outsourced)	Actioned
			Clients & Practitioners to wear facemasks unless government guidance advises otherwise. To be donned and doffed correctly Face visors to be worn by practitioners for all work within 2m of clients and 'High Risk Zone' of face, neck and shoulders due to the increased risk of working in close proximity for a prolonged period of time. Visors to be donned and doffed correctly. Reusable visors to be sprayed with antibacterial before/after use with each client and stored in practitioner's assigned, lidded boxes	Practitioners, Practitioners to advise clients, TruthPie to advise clients Practitioners	Actioned Actioned
		Government recommended Social Distancing to be practised by clients and practitioners wherever possible in the building and throughout treatments.		Practitioners, Practitioners to advise clients, TruthPie to advise clients	Actioned

			Time practitioners spend in close proximity to 'Highest Risk Zone' (defined as the area in front of the face where splashes and droplets from the nose and mouth, that may not be visible, can be present and pose a hazard from the client to the practitioner and vice versa) during treatments should be limited and visor should be worn. Treatment times should be used appropriately for beneficial treatment when social distancing cannot be maintained. Consultation forms emailed in advance of appointment wherever possible. Droplet protection screens available for those who must conduct physical assessments/in person consultations but these should be conducted online. No music to be played which makes holding conversations at a usual level difficult to limit risk. Tissues available in case of 'sneezing'. Clients/practitioners to sneeze into tissue and dispose of in lidded waste bin. Must	Practitioners, Practitioners to advise clients, TruthPie to advise clients	Actioned
	Social distancing	We operate an appointment only/prebooking system only and do not allow entrance to building before appointment (we do not have waiting areas)		Practitioners	Actioned
		Government recommended Social Distancing to be practised by clients and practitioners wherever possible in the building and throughout treatments.		Practitioners, Practitioners to advise clients, TruthPie to advise clients	Actioned
		Appointments spaced to allow for a minimum of 15mins cleaning time and to prevent clients crossing on entrance/exit.		Practitioners, Practitioners to advise clients, TruthPie to advise clients	Actioned
	Towels, pillows, pillow cases, sheets, blankets	Practitioners to add any soft materials (towels, pillowcases, sheets and blankets) to wash bags after each use. Clean linens to be used for every client.		TruthPie Director & Practitioners	Actioned
		All towels, pillow cases, sheets and blankets to be machine washed at 60 degrees celcius after use. All fresh linens to be kept in closed cupboard to limit contact with airborne particles.		Practitioners	Actioned
		Pillows covered with wipe clean pillow cases and are to be wiped with antibacterial spray after every use.		TruthPie Director (outsourced)	Actioned
				Practitioners and TruthPie Director	Actioned

		Blankets provided for cooler temperatures to be washed between each client use.	Practitioners and TruthPie Director	Actioned
		Clients asked to attend appointments alone wherever possible (exception of parent and child bubbles or those needing assistance from carers)	Practitioners, Practitioners to advise clients, TruthPie to advise clients	Actioned
		Remind clients attending appointments with children that they must supervise them at all times and they should follow social distancing guidelines	Practitioners, Practitioners to advise clients, TruthPie to advise clients	Actioned
	Poor ventilation can increase the chance of infection from airborne particles	Windows opened on practitioner's arrival to venue and kept open throughout treatments to encourage natural ventilation. Windows to be closed only before practitioner exits building.	Practitioners	Actioned
		Electric fans provided for warmer temperatures	Practitioners and TruthPie Director	Actioned
	Treatment products	Wash hands with antibacterial hand soap or sanitiser before touching treatment products/containers.	Practitioners	Actioned
		Use antibacterial spray/wipe to clean bottles and containers before and after use. If more product needed throughout treatment, practitioners should consider using a pump dispenser bottle but should sanitise before/after use.	Practitioners	Actioned
		All treatment products to be kept in practitioner's allocated box to limit contact with airborne particles. TruthPie to provide lidded boxes	Practitioners and TruthPie Director	Actioned
	Leaflets, hand outs and unnecessary items	To be removed from space and provided digitally/on a notice board to limit possibility of contamination	TruthPie Director	Actioned
	Floor Hygiene	No rugs to be put out on floors	Practitioners and TruthPie Director	Actioned
		Floors to be mopped following using the space and as needed with antibacterial solution	Practitioners and TruthPie Director	Actioned
		Clients advised to wear shoes in space until treatment begins and wash/sanitise feet as soon as they are home. No client shoes to be put onto seats.	Practitioners and TruthPie Director	Actioned
	Water Jugs/Cups	Washed with antibacterial soap after each use	Practitioners, Practitioners to advise clients, TruthPie to advise clients	Actioned
		Water to be provided if necessary to safety of client- bottled water will be available in kitchen cupboards. Otherwise clients will be advised to bring their own full bottles of water with them to treatments and not consume water from venue taps. Clients not to consume food in venue, unless necessary to medical condition - appropriate anti bacterial cleaning must be conducted after by practitioner	Practitioners, Practitioners to advise clients, TruthPie to advise clients	Actioned

	Food/refreshments for practitioners	Any cutlery/crockery or other equipment washed with antibacterial soap after each use Water provided if necessary to safety of practitioner- bottled water will be available in kitchen cupboards. Otherwise practitioners will be advised to bring their own full bottles of water with them to work and not consume water from venue taps. Food not to be consumed within treatment rooms (only in kitchen areas which must be sprayed with antibacterial cleaner after use)		Practitioners and TruthPie Director	Actioned
	Vulnerable clients	The government have made guidelines for interactions with those they consider to be particularly vulnerable to contracting COVID-19. Clients within this category should only be treated if their medical team is in agreement and we can offer them online services instead if appropriate. The vulnerable categories will be listed on our website with a link in the booking confirmation		Practitioners and TruthPie Director	Actioned
	Vulnerable practitioners/hirers	Are not required by TruthPie to attend venues to work at any time. Practitioners should inform TruthPie if they fall into the government's defined group of 'vulnerable individuals', which is listed in the Gov advice - Close Contact Services document in the online practitioner handbook Vulnerable practitioners/hirers should not attend venues to work at any time during the pandemic unless their medical team are in agreement or the government specify that community infection rates are low enough. TruthPie are happy to offer holistic services online if the practitioner wishes to work from home.		Practitioners and TruthPie Director	Actioned
	Face masks can increase transmission of virus if not used correctly		Practitioners are advised to wear a face mask (donned and doffed correctly)	Practitioners and TruthPie Director	Actioned
	Digital forms on ipads	Cleaned as stated above. Only passed to client if necessary. hand sanitising to be actioned by both client/practitioner following exchange.		Practitioners and TruthPie Director	Actioned
Additional to the above	Incorrect handwashing could lead to transmission of infection	Signs displayed next to wash basins on correct handwashing practise/antibacterial hand gel use. Paper towels available to turn off taps. Anti bacterial hand sanitiser also available around venues.		TruthPie Director	Actioned
	PPE available should be used correctly to avoid additional risk of transmission of infection. Gloves, Aprons, Masks available for purchase as needed for practitioner's			Practitioners	Actioned

	To assist with test and trace, we will keep a record of all consenting visitors for at least 21 days. EMERGERGENCIAS during COVID-19 pandemic			TruthPie Director	Actioned
		Safety must be prioritised over social distancing for the provision of first aid, fire or break in or other instances where social distancing would be unsafe. Practitioners or those administering provision of assistance to others should pay particular attention to sanitation measures immediately afterwards including washing hands.		Practitioners, Practitioners to advise clients, TruthPie to advise clients	Actioned
		Practitioners or those administering provision of assistance to others should pay particular attention to sanitation measures immediately afterwards including washing hands.		Practitioners	Actioned
Slips/Trips/Falls	Wooden floors in venues, Stone flooring in shared entranceway and stone stairwell could cause a trip/fall, especially if wet	general good housekeeping		Practitioners	Actioned
		Mop spills/wet floors immediately with a dry cloth upon discovery.		Practitioners	Actioned
	Practitioners or clients may be injured if they trip over objects or slip on spillages	Spaces cleaned every day		Practitioners and TruthPie Director (outsourced)	Actioned
		Display clearly visible signs to recommend taking care to walk slowly and use handrails		TruthPie Director	Actioned
	Obstacles in entranceway, stairwells, corridors/treatments rooms could cause a trip/fall	Keep all areas clear of obstacles		Practitioners and TruthPie Director	Actioned
	Massage table could be set too high for clients to mount/dismount safely or could deteriorate in sturdiness.	Offer to assist clients onto massage tables where possible and safe to do so.		Practitioners and TruthPie Director	Actioned
		Regularly check equipment and massage tables for signs of wear or deterioration		Practitioners and TruthPie Director	Actioned
	Dim areas can cause harm/injury from slips/trips/falls	All areas well lit. Practitioners to inform TruthPie if they notice missing or spent lightbulbs.		Practitioners and TruthPie Director	Actioned
	Trailing leads or cables can cause slips/trips/falls	No trailing leads or cables		Practitioners and TruthPie Director	Actioned
		Position all electrical items near to their sockets and let practitioners know to avoid this risk		Practitioners and TruthPie Director	Actioned
Cleaning Products	If not used correctly could cause injury or harm	Stored out of sight of children/vulnerable people. Major cleaning conducted when clients not present. Training detailed below for practitioners/venue users		TruthPie Director & Practitioners	Actioned
		To be used as instructed on packaging only. Strong disinfectants only to be used when clients not present		TruthPie Director	Actioned
	Could be stored incorrectly and cause harm or injury	To be stored away from fire risks and out of reach of children/vulnerable people.		Practitioners	Actioned
Fire Risks	Treatment Products	Flammable oils/products not to be stored on site by practitioners unless in suitable metal container		Practitioners and TruthPie Director	Actioned
				Practitioners	Actioned



	Multi Occupancy Building	Fire extinguishers available in corridors of building (not to be used unless practitioners have prior training or if they cannot leave the building safely). Fire Alarm tested every week.	TruthPie Director	Actioned
First aide emergencies		Fire safety communicated to practitioners. Safety measures for COVID-19 to be disregarded if unsafe during emergencies (e.g. social distancing along escape routes). Self employed practitioners responsible for updating their own first aid trainings and the safety of their clients in the venue	TruthPie Director	Actioned
Allergies	Treatment products	Practitioner responsible to assess suitability of treatments and products for their own clients.	Practitioners	Actioned
General Ill-health	PPE Where work or attending an appointment will exacerbate any conditions	Gloves are latex free Practitioners are to treat only within their required field and take full responsibility for client care and assessment. They must not treat clients where they know of any reason the treatment may not be suitable due to the presented health and medical history of their client.	TruthPie Director Practitioners	Actioned Actioned
Room temperature	Possibility of illness exacerbated by extreme temperatures	Blankets provided for cooler temperatures to be placed over towel and washed between client uses, window venilation and fans provided for warmer temperatures. Clients advised to bring water with them to appointments.	Practitioners, Practitioners to advise clients, TruthPie to advise clients	Actioned
Manual handling of equipment etc	Practitioners risk injuries or back pain from handling heavy/bulky equipment e.g. massage tables	Equipment to remain in assigned rooms within venue or be moved by TruthPie	TruthPie to advise clients	Actioned
		Practitioners to not lift objects that look or appear too heavy to handle and to only move equipment they know how to use.	Practitioners and TruthPie Director	Actioned
Work-related Stress	Practitioners and clients risk burns from dropping hot water from kettle Possibility of stress from self employment	Signs displayed warning about possibility of hot water and to handle with care Practitioners given total flexibility (with agreed notice period) for option of working days, hours, regular commitment or ad hoc practise. Practitioners able to cancel sessions or reschedule diaries.	TruthPie Director	Actioned
Wellbeing of homeworking practitioners	Keep in touch regarding working arrangements, welfafre, mental and physical health and personal security	Practitioners given total flexibility (with agreed notice period) for option of working days, hours, regular commitment or ad hoc practise. Practitioners able to cancel sessions or reschedule diaries. Regular online collective 'check ins'	Practitioners and TruthPie Director	Actioned
		Regular communication to be sent out to keep in touch about practitioners opinion on their own wellbeing. Support can be recommended around mental health and wellbeing by emailing info@truthpie.net or calling TruthPie on 07710628303. More	TruthPie Director	Actioned

	Equipment and environment to be suitable for work occurring from home	Self employed practitioners are responsible for their own home-working environments. Share government guidance and HSE advice for home workers in online practitioner handbook	TruthPie Director	Actioned
New and expectant mothers	Safety risks in venue could cause harm to expectant mother and unborn child	Practitioners to conduct their own risk assessment but should include that there is no possibility of exiting rooms in an emergency without the use of stairs and risk of products/cleaning products is their own to determine. We strongly advise practitioners who are pregnant to ensure the safety of their own practise and to discontinue working if not safe for them and their child. Clients who are pregnant are advised that we only have stair access in the event of an emergency and are to be encouraged to use handrails by TruthPie are looking into ways to offer accessible exits to our venue to better accommodate clients who cannot currently visit us.	TruthPie Director  Practitioners, Practitioners to advise clients, TruthPie to advise clients	Actioned
Disability Access	Safety risks in venue could cause harm or make it difficult for wheelchair users and those with certain physical disabilities to access the rooms.	TruthPie's Bermondsey venue is on the second floors of a building with stair-access only in the event of emergency. Practitioners to conduct their own risk assessment but should include that there is no possibility of exiting rooms in an emergency without the use of stairs, the impact of which is their own to determine. We strongly advise practitioners who are physically disabled to ensure the safety of their own practise and to discontinue working if not safe for them to do so. Clients are advised that we only have stair access for emergencies and are encouraged to use handrails and/or organise someone to accompany them to their appointment if they choose to visit us. Those accompanying clients to appointments may wait outside the venue, in the room if the client wishes or can wait behind changing screens where available TruthPie are looking to have new venues to better accommodate those who have a physical disability.	TruthPie Director  Practitioners, Practitioners to advise clients, TruthPie to advise clients  TruthPie Director	Actioned  Actioned  Actioned

Training	Providing COVID-19 safety guidance and information to those who are visually impaired	Question added to booking form, so we can prepare accordingly for appointments for clients who are visually impaired. Practitioners to offer sanitiser/hand washing and inform client about other safety measures as well as guide client around building where needed and where we do not have handrails/specific measures in place- Practitioners must wear appropriate PPE. Video will be made to inform clients about specific covid-19 related safety measures and link will be included in booking confirmation		Practitioners and TruthPie Director	Actioned
	Inadequate training and lack of information given to venue users could cause harm and injury	Practitioners take responsibility for all client care and should have conducted their own risk assessments Practitioners who use the venue all to receive cleaning lists, standards of practise, copy of this risk assessment and video demonstration of cleaning and hygiene practises. Practitioners must conduct their own risk assessments and communicate any concerns with TruthPie. Practitioners who use the venue all to be informed of Workplace Ltd. Fire Safety Information before using the building. Regular first aid training updates encouraged. Practitioners to keep up to date with their own CPD All practitioners to complete COVID-19 awareness course before working in venue		TruthPie Director TruthPie Director Practitioners TruthPie Director Practitioners Practitioners	Actioned Actioned Actioned Actioned Actioned Actioned
	Communication on Health and Safety with Practitioners and venue users	Digital Accident Book to be placed in the practitioner handbook - please record any accidents or near misses and inform TruthPie when you do so that we may reassess and make any changes where possible.		TruthPie Director	Actioned