

Full Guide- Safety Guidance for TruthPie Clients

Please see below for an overview of measures TruthPie and our practitioners are taking to support client safety at our venues and guidelines we are asking our clients to follow. We appreciate your cooperation with the following guidance so we may best preserve high standards of safety for all of our clients, practitioners and venue neighbours.

TruthPie Practitioners

- All practitioners have completed a Covid-19 awareness course before returning to work at the venues.
- It is important to note that all practitioners are self-employed for their work at TruthPie and run their businesses independently within our venues. Practitioners will have varying guidance and standards that need to be met by their individual associations and insurance providers. Client's therefore must be willing to comply with any additional safety measures at the request of Practitioners (including the possibility of compulsory mask wearing).

General/pre-booking information

- Clients should call/email TruthPie to reschedule appointments if they or anyone they have been with during the last 14days show ANY symptoms of COVID-19, however mild. Changes to appointments will be made without penalty to client in this instance only (otherwise our usual 24hr notice for cancelling or rescheduling applies). Please understand this should be actioned only in the case that you or someone you have been in close contact with in the last 14days display symptoms of COVID-19, as our practitioners still incur administration fees on late-cancelled appointments. Symptoms include High temperature of 37.8°C and above, a new, continuous cough, a loss or change in sense of taste or smell. Please understand this should be actioned only in the case that you or someone you have been in close contact with in the last 14days display symptoms of COVID-19, as our practitioners still incur administration fees on late-cancelled appointments.
- Practitioners will be working from home wherever possible. Online services currently include nutritional therapy, counselling/psychotherapy, body connection/massage and more.
- TruthPie can assist in arranging Body Psychotherapy, Personal Training and Movement Therapies in outdoor spaces and some practitioners may offer bodywork on a mobile basis, though we do not guarantee the availability of this service- please enquire via email/phone.
- Clients in 'vulnerable categories' (full details available on the government website) should only attend venues to receive therapies if they are in agreement with their medical team and in accordance with current government advice. Our practitioners must follow this current government guidance to protect clients and to keep in line with their insurance policies. We hope to be able to treat all clients wishing to attend our venues again when community infection rates are low. Please see our online services to learn how TruthPie can support you with holistic wellness from home.
More information on who is included in government-named 'vulnerable groups' can be found here <https://digital.nhs.uk/coronavirus/shielded-patient-list>
- Although not currently required by law, clients are required by TruthPie to provide and use their own face masks during appointments, which must be used with appropriate hygiene measures and, if disposable, should only be discarded in lidded bins (provided within

treatment rooms). If clients do not wish to wear a mask in their appointments due to comfort, medical reasons or impact on their therapies it is the decision of the individual practitioner if treatment can be received and a waiver must be signed by both practitioner and client for any additional risk to practitioners or clients. Where possible, please contact us ahead of your appointment to make arrangements.

- To comply with government advice, clients should not book in for bodywork treatments of over 60 minutes in length unless the extended treatment is necessary to their wellbeing. If you are unsure of the length of treatment you should be booking, please contact info@truthpie.net for further information.

- Consultation forms will be sent out in advance wherever possible and should be completed at least 24 hrs before and submitted or returned as advised in the email. COVID-19 safety questions will be asked outside the venue before entry will be allowed.

If forms have not been completed online, your practitioner may contact you in advance of your appointment or questions may need to be answered outside before entering the TruthPie venues.

- NO CASH PAYMENTS will be accepted at TruthPie venues at the current time. Card Payments should be avoided wherever possible and your practitioner should offer for you to make payment via an email invoice/txt payment link before your arrival to avoid additional risk. Contactless card payments can be accepted on the day if you have made a last-minute booking but please contact your practitioner if they have not sent appropriate pre-payment options for bookings made more than 24hrs prior.

- As always, we are operating an appointment only/pre-booking system and will not be running a waiting area. TruthPie have allowed longer times between appointments to limit the risk of client's crossing paths and clients should not arrive earlier than their scheduled booking time, to allow our practitioners time to fully clean and ventilate the spaces. Your practitioner will meet you at the door and should you use the doorbell/buzzer, please sanitise your hands following.

- TruthPie Bermondsey is located on the first and second floor and although the venue does have lift access, clients who are pregnant or who have disabilities which may make using the stairs difficult, should only book an appointment with us if you feel confident that you will be able to use the stairs safely in case of emergency. This is due to current restrictions involving accessible emergency escape routes. TruthPie are working to resolve this.

Clients requiring assistance with access may organise someone to accompany them to their appointment. Due to current COVID-19 restrictions we do not have a 'waiting area' on site but those accompanying may wait outside the venue, in the room if the client wishes or can wait behind the changing screen where available, to give more privacy.

Please do inform us of any particular accessibility requirements as early as possible prior to your appointment so that our practitioners can best prepare to assist you in accessing our venue safely and so that we can provide guidance for you/assist with making our additional COVID-19 safety measures available and accessible to you.

- Clients should use the handrails wherever possible or use the lifts available for safe access to our studios.

- We do not have a 'waiting area' on site but those accompanying clients to appointments may wait outside the building, in the treatment/class room or can wait behind the changing screen for more privacy where there is space. Those accompanying clients cannot wait in the corridors of the building.

- Clients must attend appointments alone (excepting parent's accompanying children and those needing to be accompanied by someone else for assistance in accessing our venue). Please contact TruthPie ahead of time and we can discuss arrangements for this. The parent/person accompanying the client must maintain correct social distancing measures (min 2m from practitioner at all times). Parents should not bring children to their appointments unless they can supervise them at all times during their visit.
- If you are visually impaired, please contact us in advance of your appointment so that our practitioners can best prepare to assist you in accessing our venue safely. We will discuss ways we can better provide guidance for you and assist in making our additional COVID-19 safety measures available and accessible to you.
- Please travel to our venues using personal transport (walking, cycling or other vehicle) or wear a face mask (as required by law) on public transport. Hand washing facilities are available inside the venue to use after removing your face mask. The government advises that vehicles are cleaned between uses/users (handles and 'controls')
- Clients must adhere to all government advised social distancing at least 14 days prior to using any TruthPie venue.
- Please bring your own full (ideally reusable) water bottle with you to your appointment, as we are not currently offering drinking water from taps at the venue outside of emergencies. Please do not consume food on the premises unless medically necessary.

Your visit to TruthPie

- Clients will be given a non-contact temperature reading by a practitioner before being invited into our venues. If clients display a temperature of 37.8°C or above, clients will not be allowed to enter the building for treatments. We apologise in advance if we cannot continue with your treatment and will do our best to reschedule your booking, assist with contacting 111 for advice and in making plans for your travel onwards.
- Practitioners will need to confirm details of your contact with/symptoms of COVID-19 outside of the venue if we have not received your consultation forms prior to your arrival and the answers you give may mean we cannot allow access to the building. We apologise in advance if we cannot continue with your treatment/s, but we please ask you to acknowledge that our practitioners must act on government guidelines to protect themselves and their practises from both a health and legal standpoint. We appreciate this could be inconvenient and we will be more than happy to reschedule your booking, assist with contacting 111 for advice and in making plans for your travel onwards. Please note your Practitioner is also obliged to contact TruthPie administration team to advise them of the situation and seek assistance where necessary.
- Hand wash and hand sanitiser will be readily available and you may be directed to use these by your practitioner throughout your visit.
- Windows will be open during your treatment to allow for natural ventilation of treatment rooms.
- You will be provided with ALL fresh towels, pillow cases, sheets, coach covers and blankets as needed for your appointment. Tissues are available to catch sneezes and latex free gloves are available should you wish to use them in shared spaces- just ask your practitioner.
- The venue is being cleaned with more regularity and attention to detail than ever before. Please know we are exceeding government guidelines in terms of our daily and weekly cleans to make sure we are protecting our clients and practitioners to the best of our ability.

- Social Distancing must be practised by clients at all times during their visit outside of receiving close-contact treatment when PPE (Type 2 masks and Face visors at minimum) will be worn by practitioners. This means at a distance of at least 2m wherever possible and 1m if not possible.
- We require clients to provide and wear their own face mask as standard within our buildings. Clients and practitioners who agree that face masks are not worn by either party for treatments must sign a waiver/s for any possible additional risk.
- Please wash hands with soap or use hand sanitiser when first entering the treatment rooms, before exit and after using shared any areas of the building. Paper towels should be used to dry hands and a separate clean sheet should be used to hygienically turn off taps. Please let your practitioner know if you cannot find hand sanitiser/hand soap when you wish to use it. Please note that other businesses do use the shared bathroom, so we advise extra vigilance after using these facilities, including hand washing with soap whenever you use shared areas and turn off taps using clean paper towels.
- Windows will be open during your treatment, regardless of temperature, to allow for natural ventilation of treatment rooms. Blankets have been provided if clients feel cold, so please do communicate with your practitioner throughout your appointment if you would like them to use one. Unfortunately, due to safety guidance, we will not be able to use electric fans at any time during appointments.
- Services involving prolonged contact with the face including facial treatments and facial massage will be only be offered in line with current government guidance. Practitioners cannot currently offer treatments which work on the 'Highest Risk Zone' (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 clients to the practitioner and vice versa) for a prolonged period of time. Practitioners may ask you to lie on your side, lie face down or to sit up for certain sections of treatments in order to lower risk.
- Droplet protection screens are in place for any in-person consultations verbal/physical assessments which cannot be avoided on the day. However, if practitioners are able to complete these in advance via Zoom/similar platform they may contact you to do so.
- You may be asked to sign forms on your practitioner's digital device. Devices will be sanitised before and after use and you will be offered hand sanitiser after using them.
- Music will be played at a low level only, so you can communicate easily with your practitioner and we decrease risk of droplet transmission.
- Tissues are available in treatment rooms in case of 'sneezing'. Please sneeze into the tissue and dispose of it in a lidded waste bin, washing hands with soap or using hand sanitizer afterwards.
- You will be provided with ALL fresh towels, pillowcases, sheets, couch covers and blankets as needed for your appointment.
- Practitioners are self-employed and will have also completed their own risk assessments for their therapies and places of work.

Clients who develop symptoms of COVID-19 once inside venue

- If a client displays COVID-19 symptoms, however mild, after arriving inside venue, we cannot continue with treatment. (High temperature of 37.8°C or above, a new continuous cough or loss or change in sense of taste or smell).

- Clients and practitioners must immediately don facemasks, follow 2m social distancing measures and the practitioner will be able to organise calls to 111 for advice of next steps for clients if they should require.
- Clients will be advised to wait inside the venue whilst they make their next plans but may be directed to a specific area to wait.
- TruthPie will be informed and can provide assistance.
- Clients must test negatively for COVID-19 before returning for treatments at TruthPie.

Post appointment information

- Your practitioner may follow up with you by sending digital copies of leaflets/hand-outs which they think you may find useful, as we are currently going paper-free wherever possible in the venues.
- Should clients develop symptoms within 14 days of a visit to TruthPie, clients should inform us by email on info@truthpie.net so that practitioners can isolate accordingly.

Emergencies during COVID-19 pandemic

- 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. Please follow instructions from your practitioner/on signage for first aid/fire safety measures as usual where social distancing is not possible.

I would prefer treatment at home, what are my options?

- Please check out our online services including nutritional therapy, counselling/psychotherapy, body connection/massage and more. TruthPie may organise mobile massage on an individual basis and pricing will be adjusted in line with additional travel/requirements. We can also assist in arranging personal training and movement therapies to be held in larger outdoor spaces where we have practitioner availability.

Are you still using eco-friendly options at TruthPie?

- Yes, we still have most of our eco-friendly standards in place at the TruthPie venues, included quick drying towels and reusable equipment. We have also included as many eco-friendly options within our COVID-19 response plans as possible. Our paper towels are made of sustainable bamboo and cleaning cloths are bio-degradable in normal landfill conditions. We have ordered specific pillows, so that we can use fresh pillow cases for each client rather than disposable and we continue to not use paper couch roll at any of our venues. There are some limitations with PPE and cleaning requirements during the pandemic and we apologise for any disposable items we do have in place – we hope to be able to return to/source some more ‘eco-alternatives’ soon.

What are your cleaning standards at TruthPie?

- The venue is being cleaned with more regularity and attention to detail than ever before. Please know we are exceeding government guidelines in terms of our daily and weekly cleans to make sure we are protecting our clients and practitioners to the best of our ability.
- Please wash hands with soap in the bathroom/use hand sanitiser before leaving the venue and moving on to your next location.
- Practitioners are self-employed and have been advised to complete their own risk assessments for their therapies and places of work.