

Health, Safety & Environment (HSE) Policy

Soul 2 Sole Wellness

Effective Date: 28th June 2025

1. Policy Statement

At **Soul 2 Sole Wellness**, the health, safety, and wellbeing of our clients, visitors, and therapist(s) are of the utmost importance. We are committed to providing a clean, safe, and comfortable environment for reflexology treatments in accordance with relevant health and safety laws and good professional practice.

2. Our Commitments

We will:

- Comply with all relevant health and safety legislation and local authority requirements.
 - Maintain a clean and hygienic treatment space, ensuring all equipment and linens are cleaned or replaced between clients.
 - Ensure all products used are safe, suitable, and used according to manufacturer guidance.
 - Identify and manage potential hazards to prevent accidents or injury.
 - Maintain proper client records, including medical history, to assess any risks to their health during treatment.
 - Keep first aid supplies available and maintain emergency contact information for all clients.
 - Ensure adequate ventilation and appropriate waste disposal.
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3. Therapist Responsibilities

As a complementary health practitioner, I will:

- Perform a risk assessment of the treatment area and eliminate or minimize hazards.
 - Check clients' medical histories before each treatment to avoid contraindications.
 - Wash hands before and after each session and encourage good hygiene practices.
 - Keep the treatment environment free from trip or slip hazards (e.g., loose rugs, spilled oils).
 - Maintain professional insurance and reflexology certification.
 - Stay up to date with best practices, safety standards, and continuing professional development (CPD).
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4. Client Responsibilities

Clients are asked to:

- Inform the therapist of any medical conditions, allergies, or illnesses prior to treatment.
 - Cancel or reschedule appointments if feeling unwell (particularly with contagious illnesses).
 - Treat the therapist and treatment space with respect and follow any posted safety instructions.
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5. COVID-19 & Infection Control (if applicable)

We follow infection prevention protocols including:

- Cleaning and sanitising all touchpoints and equipment between clients.
- Using disposable or freshly laundered linens for each client.
- Maintaining appropriate social distancing where possible and providing hand sanitiser on-site.

6. Review and Update

This policy will be reviewed annually or whenever there are changes to procedures, treatment space, or legislation.

Signed:

Yasmin Halima Lima

Owner / Complementary Health Practitioner

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