



### **The Covid-19 virus (Coronavirus) briefly**

The virus mainly spreads through cough and sneeze droplets that hang briefly in the air. Those who show no symptoms are hardly a risk of infection. Someone can infect two to three others on average. However, this figure drops due to all precautions. The vast majority of people who are infected have mild (flu-like) complaints. Nearly all deaths involve older or already sick people.

### **RIVM and government**

We urgently appeal to everyone to adhere to the advice provided by RIVM. Depending on the area you are in, as a care provider you may also have to deal with additional advice and measures from the local GGD. Please follow this. RIVM has set up a separate page on its website about the Corona virus. This is constantly adapted to current events. <https://www.rivm.nl/coronavirus>.

If you have any questions, you can also contact the public information number of the National Government, tel: 08001351. The Tax and Customs Administration has now set up a separate page about the consequences of the crisis for entrepreneurs:

<https://www.belastingdienst.nl/wps/wcm/connect/en/home/content/coronavirus>

### **Canceling appointments with clients**

This also applies that you primarily adhere to the instructions of RIVM and advise clients to do the same. It does not seem necessary to emphasize that no risks are taken with the health of the client and his environment, nor with that of the therapist. This means that appointments will not go ahead if the client or therapist, or someone in his / her immediate environment has flu-like complaints, or belongs to an increased risk group. In all other cases, a thorough assessment is made of necessity and desirability. Communicate clearly and proactively, including the provision of information on your own website and websites on which a profile has been created. Finally: deal smoothly with people who cancel last minute under these circumstances.

### **Alternative (audiovisual) forms of contact**

Many therapists turn to alternative forms of contact, such as video calling. Check whether a program complies with the GDPR, NEN 7510 and / or ISO27001. For example, Whatsapping, Skype and Facetimen is not allowed under the GDPR. Nevertheless, these applications are currently widely used in healthcare under the guise of "emergency breaking laws". We heard from the RBCZ that the supervisory authority (Dutch Data Protection Authority) has some understanding of this in the light of the current situation and that continuity of care is central. We especially value a good balance of risks in all those different applications and transparent coordination with the client.

### **Hygiene measures in practice**

If it is decided that an appointment will take place, take the following precautions:

- Do not shake hands
- Wash your hands with soap for at least 30 seconds before and after each treatment and dry them with paper towels.
- Ensure good personal hygiene.
- Cough or sneeze into your elbow or use tissue paper.
- Make daily desktop, table, light buttons, door handles, keyboard and sanitary facilities extra clean.
- Ensure good ventilation in the work area (s).
- Try not to touch your face and mouth unnecessarily, and do not rub your eyes.
- Make sure that you change your towels you use for massage well or ask clients to take their own clean towels - better is to work with paper rolls on the massage table;