



Holistic Health Team
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GOOD PRACTICE GUIDELINES For HHT MEMBERS

The Holistic Health Team prides itself on its professional but friendly approach. As you deliver work on our behalf, please adopt the following guidelines into your practice. Failure to do so may result in less work being allocated to you and/or your membership withdrawn.

- Be punctual – please arrive at least 20 minutes prior to your first treatment time
- Be polite to your clients and staff from organisations or businesses
- If you are unable to attend, please inform HHT and the contact person at the event/project ASAP
- Make a note of contact numbers and keep your mobile charged up in case of traffic hold-ups or unforeseen events making you late.
- It is your responsibility to provide HHT with a copy of your current insurance certificate when you renew it. Work cannot be allocated if we don't have proof of insurance
- Always obtain written* consent from clients prior to treatment, making a concise assessment of any potential contra-indications to receiving a treatment. * Unless in pre-agreed exceptional circumstances.
- Do not deliver treatments to children without a parent/guardian's written permission and completed risk assessment of health and fitness of child
- Hold membership of a governing body. E.g. FHT
- Maintain confidentiality – do not discuss clients outside of the team. HHT confidentiality policy is displayed on the website www.holistichealthteam.com
- The HHT is committed to equal opportunities: Please ensure that all people working within and accessing our service do so without fear of discrimination due to gender, race, age, sexual preference, ability, marital status, health status, caring responsibility and religious beliefs. Discriminatory practice will not be tolerated.
- Do not work under the influence of drugs or alcohol
- Anyone known to be using illicit drugs will not be eligible for any work within the substance misuse field
- If you are having problems with drugs or alcohol, please let us know about it – we can help you find support.

- Do not drink excess alcohol on the evening before you deliver treatments – particularly at abstinence- based projects such as Double Impact
- It is your responsibility to observe Health and Safety and maintain a safe environment at any venue that you are asked to work at. An HHT Risk Assessment will be carried out prior to any on-going projects taking place. If you are concerned about a safety issue please contact your Team Leader.
- Please ensure that you have adequate breaks when working for longer than 3 hours.
- Terminology – please be careful how you describe and promote treatments and therapies. Do not use 'Heal' or 'Cure' stick to the facts!
- If you are introduced to organisations and businesses through the HHT, please keep them as HHT contacts. Anyone found to be 'poaching' contracts would be removed from the membership list. If you are in doubt as to where you stand on this one – please just ask! It is OK to take along your own leaflets to all events – so acquiring private clients through HHT is acceptable and one of the perks of being a member.
- Do not enter into a personal relationship with any client that you have met through HHT work.
- Do not place yourself in a situation where you are alone with a vulnerable service user unless in prior arrangement with the host organisation
- Do not offer work to anyone who is not an HHT member. HHT will not know if he/she is properly qualified, insured or CRB checked.
- Dress – Code. Please wear presentable & appropriate clothing. Try and think about your client group. Preferably HHT T-Shirt & dark trousers.
- If wearing HHT T-Shirt, please observe all of the above – as bad behaviour reflects on us all
- Pay your taxes. It is your responsibility to pay Income Tax and National Insurance. If HHT are asked about you, your details of employment with us will be made available to Inland Revenue.

A copy of these guidelines and our confidentiality statement is available on our website. www.holistichealthteam.com See the contacts page.