

# Back to Business following the Covid-19 Pandemic

We must ensure that we have the health and safety of our staff and clients at the forefront of our minds at all times to help prevent the spread of COVID 19. We are all responsible and need to make changes to lower the risk of transmission of the virus whilst protecting ourselves and each other.

We have carried out a full risk assessment of every part of our business to identify extra steps we need to take for the safety of everyone and have created new processes to follow to ensure we adhere to the Government guidelines. With the help of our professional bodies and our skincare houses we have implemented strict measures into our working environment. Our policies will continuously be under review and alter as necessary in response to government advice

Our promise to you;

## Our Colleagues

- Front of house will arrive 30 minutes before opening to prepare and sanitise.
- All therapists will arrive 15 minutes before work to clean and sanitise and be prepared for their first client
- Clean uniform will be worn every day.
- All therapists will have hair tied back, be jewellery free with short nails
- Temperatures will be taken every morning and confirmation required from colleagues confirming;

They have no symptoms themselves, and have not been in contact with anyone displaying symptoms of COVID 19

They understand the main symptoms of coronavirus are:

- a high temperature – this means you feel hot to touch on your chest or back (you do not need to measure your temperature)
  - a new, continuous cough – this means coughing a lot for more than an hour, or 3 or more coughing episodes in 24 hours (if you usually have a cough, it may be worse than usual)
  - a loss or change to your sense of smell or taste – this means you've noticed you cannot smell or taste anything, or things smell or taste different to normal
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- Any colleagues displaying symptoms will leave work immediately to take a test. If you fall in the parameters of test and trace, they will contact you and you will be asked to isolate. In line with our confidentiality policy and adhering to the law we will pass personal details requested to test and trace only, we will not disclose details to members of staff or clients.
  - Therapists will have the appropriate PPE. Front of house will work behind a reception screen. Therapists will wear a visor at all times. Disposable gloves, apron and masks will also be added dependant on the treatment being carried out.
  - Social distance amongst our colleagues will be maintained with one person in our communal areas at a time. Breaks will be staggered.
  - Therapists will remain in and around their therapy room ready for the next client.

- Front of house will greet and take your bill on arrival, allowing for a one way system in the salon, and a swift exit.

## Guests

- There will be limited treatments available.
- You should attend appointments unaccompanied.
- If you can leave your coat and bag in the car so limiting items brought into the salon environment.
- We have our entrance only, leading through the double doors to the main building (what was the Garden Centre) Guests will be asked to wait outside the salon, we have set areas to ensure social distancing is adhered to.
- Front of house will call you through; you can peruse our gift shop for retail purchases to add to your bill and make your next appointment.
- Your therapist will call you through once ready.
- You will then be asked to wash your hands, and your therapist will take you through our welcome.
- Guests will not be able to use the normal facilities for now, so we will not be offering hot drinks and magazines. As the toilets are provided by Charnock Farm and are communal areas, we have not carried out our own risk assessment so these are to be used entirely at your own risk, and we will recommend not using, limiting your contact points outside of our salon and before you enter.
- Please ensure you bring your own face mask with you where possible and wear it once you enter the building. We will have disposable ones available for those who don't own one for a charge of £1
- Please bring a bottle of water, you may need to hydrate.
- All Guests entering the gift shop must use hand gel provided at the entrance and exit.
- We rarely take walk-in appointments being a busy salon, but these will not be available- so pre booked appointments only; please make sure you are no more than 5 minutes early.
- Under 18's will be allowed into the salon. As they need to be accompanied by an adult in order to have treatments, be aware this must be a member of your immediate family/or social bubble and they will not be able to wait in our reception area.
- If you start to display symptoms AFTER your appointment please notify us as soon as possible. We keep full records which are in line with the test and trace requirements.

### COVID SYMPTOMS

- Please contact us to rearrange if
  - you have come into close contact with anyone displaying symptoms of COVID 19
  - if test and trace has contacted you and your appointment falls within the 14 day period.
  - If you have been abroad and your appointment falls within 14 days of returning.
- Please do not come in if you are unwell or you or any family members are displaying signs of COVID 19.
  - a high temperature
  - a new, continuous cough
  - a loss of, or change to, your sense of smell or taste

## PPE & Social Distancing

- Visor to be worn by the therapist at all times
- Mask to be worn at all times by the guest having a treatment.
- Disposable aprons will be worn by the therapists where they will come into contact with the guest.
- Gloves will be changed after every client.
- Manicures will be done through a sneeze screen, adding extra protection for colleagues and guests.
- Social distancing will be maintained between colleagues and clients. When therapists are not in treatment they will wait in their treatment room for the next appointment so not to mix with front of house.
- Social distancing between guests should be maintained whilst in the salon, and where you may pass under 2m ( 1.20m on exit walk way from Manicure tables ) the guest will be wearing a mask, to minimise risk.
- A paper towel dispenser will be used for drying hands.
- A container will be provided for client clothes and valuables, so can be sanitised after every use.

## Cleaning and Hygiene; our extra processes

- Our staff will wash hands before and after every client for 30 seconds. They will wash hands while the guest is getting ready to save time.
- Our cleaning guidelines will be followed for every area of salon, and we have prepared a checklist and appointed front of house to audit through the day.
- All tools used during treatment will be washed and sterilised between use. We have all undertaken and passed the Barbicide Certification updated for COVID-19 Those that cannot be sterilised and disinfected will be considered single use and disposed of appropriately.
- Our treatment beds will be covered with couch roll on top of plastic covers so can be wiped down between uses. As the luxury has been dampened, we will still have the couch covers on under the PVC covers to enable us to keep the beds heated on low for your comfort.
- All surfaces that are touched will be wiped down with Barbicide/ hospital grade disinfectant. This will include door handles, light switches, bottles, clothes box, card machine, keyboard/mouse, phone and hand soap dispenser. The couch will be sprayed down with Chlorhexidine surface disinfectant. All disinfectants are approved and are effective against Coronaviruse and updated to include COVID-19.

## New Operational Procedures

- Front of house and Therapists will open doors for all guests and appointments. Where we can doors will be left open during our salon opening hours.
- You will be able to wash your hands before and after every treatment.
- Payments and rebooking of appointments will be carried at reception and before your treatment commences. Card/ Contactless preferred, but we will take cash if absolutely necessary, be aware we need to disinfect all notes and coins.
- We are unable to provide testers at this time.
- Only touch retail products when you are making a purchase.

- Your booking reminder with our terms and conditions on will now also include our Client COVID Policy conditions we need you adhere to so we can provide a safe and secure environment.
- We cannot except vouchers in July and August, all vouchers that expired during lockdown will be given a 3 month extension from 1<sup>st</sup> September to 1<sup>st</sup> December 2020
- We will have a 15 minute time allocation for cleaning between each client.

## Ventilation

- The salon door will be kept open at all times when possible.
- To help circulate fresh air we have an air exchange unit. This will be set to take air out of the treatment rooms and put fresh outside air in.

## Treatment protocols

- We are limiting the use of towels and replacing with disposable towels where we can and couch roll over a plastic cover for treatments
- Where a little luxury is needed, we will use towels. These will be folded carefully and placed directly into the laundry bag. Our laundry at present is washed on a hot cycle with disinfectant and will continue to do so. We use Wheelton launderette, a small family owned business and have they strict procedures in place.
- Any products in will be dispensed using a spatula
- Therapists where possible will be allocated a room.
- Disposables will be used where we can.
- The room clean down procedure will be followed after every client.

## Client health check questionnaire: coronavirus (covid 19)

You must self-isolate and not come in for your appointment if:

- You are waiting for the result of a test for coronavirus.
- You have tested positive for coronavirus.
- You have any symptoms of coronavirus (COVID 19).

The main symptoms of coronavirus are:

- High temperature – this means you feel hot to touch on your chest or back (you do not need to measure your temperature).
- New, continuous cough – this means coughing a lot for more than an hour, or three or more coughing episodes in 24 hours (if you usually have a cough, it may be worse than usual).
- Loss or change to your sense of smell or taste – this means you've noticed you cannot smell or taste anything, or things smell or taste different to normal.

Most people with coronavirus have at least one of these symptoms.

Or

- You live with someone who:
  - Is waiting for a coronavirus test result.
  - Has tested positive for coronavirus.
  - Has symptoms of coronavirus (COVID 19)

### DO ANY OF THE ABOVE APPLY TO YOU?

No

Yes

PLEASE CANCEL YOUR APPOINTMENT.

I don't know

PLEASE CANCEL YOUR APPOINTMENT.

Please visit the NHS website for detailed information about how long you need to self-isolate for. We are doing all we can to protect our clients and staff while the coronavirus outbreak is still ongoing. As part of this, we are asking all clients who have made an appointment with us to check if they should be self-isolating.

If you should be in self-isolation, please cancel your appointment. We will reschedule it for you. No cancellation charges will be made.

### GDPR: protecting your personal information

We take your privacy seriously and the information we collect about you will be held confidentially and in compliance with GDPR (data protection laws). Your personal information will be stored securely within our IT system. Please log on, where can control how you are contacted and what details you agree to being kept on file. We are by law required to keep your contact details for at least 21 days after your appointment for test and trace.

### Data protection and under-16s

We require the consent of a parent, carer or guardian for us to collect personal information relating to a child under the age of 16.

We will require a signature on the day of your appointment to clarify you have read and understood the above guidelines. We have carried out full risk assessments and put into action everything available to us. It is through a collective effort with yourself and our staff we are able to help lower the risk of transmission of the virus.

Thank You for taking the time to read through, if you would like to see our risk assessments in full please ask and we will be happy to share with you.

We look forward to seeing you soon. Helen and the team.

