

Coronavirus Policy



Updated: 05/06/2020

Introduction

The first issue of this policy was developed in preparation for the risk of a large-scale epidemic and the impact this would have on our staff, customers, business and continuity of services. The focus was on arrangements to support the prevention of infection, planning of our emergency preparedness and response, the instruction of requirements to ourselves and our client's.

Following the development of the virus into a worldwide pandemic, and a period of lockdown in the UK to slow the spread and protect the NHS from being overwhelmed, this updated policy now focuses on our arrangements for the safe to work, and the ongoing adjustments that will be necessary for the foreseeable future in line with government guidance.

The procedures outlined in this paper are to be adopted by all clients whilst attending Rowan Retreat for an appointment.

These procedures will be reviewed regularly following any change of advice and guidance being amended from the current requirements given by Government and Health officials.

Rowan Retreat have undertaken a risk assessment indicating the additional risks associated with COVID 19 and have based the outcome of the risk assessment on condition that all clients will follow the guidance given below. This can be seen on request

Rowan Retreat will remind clients of these 'COVID 19 requirements for clients' before any service commences. Any client unwilling to comply with the procedures will be required to leave the premises.

The continued health and welfare of myself and my clients is of paramount importance and these procedures are to be implemented to ensure everyone's safety.

Track & Trace Data Policy

In order to support the NHS government test and trace policy I will be keeping a temporary record of all my client's appointment times and dates. This will include your contact details. In order to assist NHS test and trace I may be required to submit this data to them. All clients who attend an appointment must adhere to this policy.

Self-Isolation

If you have symptoms of Coronavirus, which include:

- **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)

...you must stay at home! Contact the NHS 111 Online Coronavirus Service for further information and testing where available/necessary.

<https://www.nhs.uk/conditions/coronavirus-covid-19/what-to-do-if-you-or-someone-you-live-with-has-coronavirus-symptoms/staying-at-home-if-you-or-someone-you-live-with-has-coronavirus-symptoms/>

Please notify me without delay by telephone if you have commenced a period of self-isolation.

You must self-isolate for at least 7 days. If you still have a high temperature after 7 days, keep self-isolating until your temperature returns to normal. Once feeling well please contact us to re-arrange your appointment

If you live with someone who has symptoms, you must self-isolate for 14 days from the day their symptoms started.

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Illness at your Appointment

Becoming unwell whilst at the salon: If a client starts to feel unwell whilst attending an appointment, in particular if they think they have any symptoms associated with COVID 19, they should inform me immediately, leave the premises and return home to self-isolate for the required period of time.

Prevention & Hygiene

As general guidance, to protect yourself and others:

- **Clients must sanitise hands upon arrival. Hand Sanitiser will be provided at the front of the premises**
- **Temperature Testing: Clients will be required to have their temperature taken immediately before entering the premises. The method of measurement is not intrusive and will be undertaken using a touchless type thermometer and the results will be recorded on the client's health questionnaire. Clients showing a temperature of more than 100.4°F/38°C will be asked to leave the premises.**
- **Personal Protective Equipment:** Face masks, which are fit for the purpose, used as instructed and disposed of in accordance with manufacturer's instructions, will need to be provided by the client, Masks will be available to purchase on arrival for £1.00 – no mask = no treatment
- Cover your mouth and nose with a tissue or sleeve (not your hands) when you cough or sneeze
- Put used tissues in the bin straight away and wash/sanitise your hands afterwards
- Try to avoid close contact with people who are unwell
- Do not touch your eyes, nose or mouth if your hands are not clean

Specific arrangements to support this in the beauty salon are outlined later in this document.

Salon Reoccupation Arrangements

To enable the safe re-occupation of our salon following suspended operations during lockdown there are several preparatory and ongoing precautionary measures to assess and implement.

Our key priority is the health and wellbeing of our client's, and the best practice guidance from the government, public health agencies and industry bodies has been referenced to plan our return.

Key areas that need to be assessed have been identified as:

- Ensuring client awareness of policy and arrangements
- **Clients must come to their appointment alone and not to bring anyone else with you including children.**
- Children's appointments must be accompanied by only ONE adult.
- **No Client will be allowed to enter the building if they are experiencing any vulnerable problem that will put them at increased risk. These vulnerable problems would include, amongst other things, respiratory conditions.**
- Maintaining 2m social distancing, so far as is reasonably practicable
- Controlling access and shared/public areas
- Installing hand sanitiser
- Reviewing/enhancing cleaning arrangements Surfaces will be cleaned regularly throughout the day and after and before each new client with disinfectant wipes/spray, as the risk of infection is increased greatly by touching surfaces immediately following contact by others that may be infected.
- Ensuring maintenance/serviceability of site equipment
- Ensuring emergency arrangements remain effective

A checklist assessment is to be utilised to record and communicate considerations/actions taken at each salon. This is to be subject to regular review to ensure ongoing suitability.

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Returning Travellers

Following the worldwide spread of the virus, the return from infected areas is now less relevant. Should you be planning to travel abroad soon please ensure that official advice is reviewed, and you are not placing yourself at increased risk. If you are returning from an at-risk country, you may be required to self-isolate for 14 days.

Awareness

It is expected that everyone will now have a good understanding of the virus with the large amount of media coverage and bulletins over the past months.

For reference, links to official sources of information utilised in the preparation of this document are listed below:

- <https://www.gov.uk/coronavirus>
- <https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19>
- <https://www.nhs.uk/conditions/coronavirus-covid-19/>
- <https://www.who.int/health-topics/coronavirus>
- <https://www.cipd.co.uk/knowledge/fundamentals/emp-law/employees/workplace-guide-returning-after-coronavirus>

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Staying COVID-19 Secure in 2020

We confirm we have complied with the government's guidance on managing the risk of COVID-19

• FIVE STEPS TO SAFER WORKING TOGETHER •

- ✓ We have carried out a **COVID-19 risk assessment** and shared the results with the people who work here
- ✓ We have **cleaning, handwashing and hygiene procedures** in line with guidance
- ✓ We have taken all reasonable steps to **help people work from home**
- ✓ We have taken all reasonable steps to **maintain a 2m distance** in the workplace
- ✓ Where people cannot be 2m apart, we have done everything practical to **manage transmission risk**

For further information please contact
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Risk Assessment

ID	Significant Hazards and Risk Description	Risk Rating	Controls to Eliminate or Reduce the Risk	Managed By
1	INFECTED CLIENTS ATTENDING SALON Risk of a client coming into the salon who is already infected	High	<ul style="list-style-type: none"> Assess clients 24 hours prior to appointment Check status of health and health of those living in the same household If client or anyone living in client's household is displaying symptoms, then appointment will be rescheduled 	NP
2	SERVICE FACE TO FACE Risk of contamination when services are performed which are face to face and less than 2 metres apart	High	<ul style="list-style-type: none"> Staff member will wear appropriate PPE Client to wear a mask and only remove whilst treatment being carried out 	NP
3	GREETING PERSON TO PERSON Risk of people greeting one another with a risk of contamination	High	<ul style="list-style-type: none"> No shaking of hands, hugging or kissing PPE to be worn by staff member always Client to be supplied with fresh new PPE on arrival to mitigate the risk of old or no facial mask Clients to sanitise their hands, on arrival 	NP
4	ENTRANCE DOOR Risk of service contamination and cross infection from surface to person	High	<ul style="list-style-type: none"> Entrance to the salon will remain closed Door handles will be cleaned after every client leaves the salon No walk ins are permitted – appointments only 	NP
5	WAITING AREA Risk of surface contamination and cross contamination from surface to person on waiting chairs	High	<ul style="list-style-type: none"> Only one client at a time to be permitted into the salon Strictly appointment only No family members, friends or children to accompany 	NP
6	TOOLS Risk of cross contamination when using tools such as nail pushers and files	High	<ul style="list-style-type: none"> One use nail file to be used for each client All tools to be sanitised between each client using barbicide 	NP
7	TOILET FACILITIES Risk of cross contamination in toilet are surfaces	High	<ul style="list-style-type: none"> Toilet only allowed to be used by clients in urgent need Paper towel only use Toilet to be cleaned after any client has used it Disposal of contaminated waste bin placed in area 	NP

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1	<p>TOWELS AND BLANKETS Risk of cross contamination with use of towels and blankets</p>	High	<ul style="list-style-type: none"> ▪ Where possible towels and blankets not to be used ▪ If towels are to be used, they should be washed straight away after every client at 60-80 degrees ▪ 	NP
2	<p>WORKSTATIONS Risk of cross contamination AND SPREAD</p>	High	All areas to be thoroughly cleaned by disinfecting and sanitising after each client and before the next client arrives	NP
3	<p>HAND SANITISER (Alcohol Based) Hazardous substance that is classified as Flammable and Irritant</p> <p>Risk of burns from ignition</p> <p>Low risk from Skin Contact (by Design) and accidental Eye Splashes/Inhalation/Ingestion</p>	Med	<ul style="list-style-type: none"> ▪ Monitor your skin on an ongoing basis and report any symptoms of dermatitis including redness, itching or flaking: https://www.hse.gov.uk/skin/posters/skindermatitis.pdf ▪ Cover any cuts or grazes with a plaster/dressing ▪ Do not smoke while using hand sanitiser, avoid heat/sparks/flames, and allow to fully dry before touching any surfaces or work equipment (static discharge risk) ▪ In case of eye contact, immediately flush eyes with plenty of water for at least 15 minutes. If worn and easy to do, remove contact lens - seek medical attention ▪ If inhaled or swallowed, move to fresh air, rinse mouth with water, do not induce vomiting, seek medical attention if any symptoms persist ▪ Store in original container <p>For bulk storage on site a metal cabinet is to be used for flammable segregation with suitable extinguishers nearby and warning signage displayed</p>	NP

STOP THE SPREAD

IMPORTANT INFORMATION

IN ORDER FOR ME TO RE-OPEN SAFELY ALL OF THE MEASURES LISTED BELOW MUST BE ADHERED TO AT ALL TIMES UNTIL WE ARE GIVEN ALTERNATIVE GUIDELINES FROM THE GOVERNMENT.



TEMPERATURE - You will be required to have your temperature taken before entering the salon



SANITISE HANDS - You will be required to use the sanitiser provided as soon as you enter



FACE MASKS - Must be worn unless you have a medical condition that prevents you from wearing one! If you do not have a face mask I can provide one at your appointment for £1



WAIT- I will leave adequate time before each client so there is no crossing over of client's, but in the event that anyone runs over their time please do not enter, please wait outside until I collect you.



NON CONTACT GREETING - As much as I love you all there will be no hugs at the moment I'm afraid



SINGLE APPOINTMENTS - You must attend your appointment on your own. No friends, family members or children will be able to come with you at this time



TIME - It is important that you arrive for your appointment on time. Please do not come early unless asked to do so. If you are late for your appointment this may result in your appointment being re-scheduled



MOBILE PHONES - The use of mobile phones will not be permitted



ADDITIONAL CLEANING - disinfecting & sanitising will be done before each client arrives and after they have gone



WASH ROOM- As you are aware the toilet is located in my house. Therefore at this time I would ask that you try to use your own toilet facilities before attending your appointment. Toilet facilities will be provided **only** if needs are urgent



REFRESHMENTS - We are not able to offer refreshments at this time, as this would require you to keep removing your facemask



PERSONAL BELONGINGS - You will be required to leave all coats, bags, purses, phones and keys at the entrance in a box. If they are not essential please do not bring them



PAYMENT - Cash will still be accepted. You will be required to place all money in a box. Please ensure that you have the correct amount of money as change cannot be given

STAY AT HOME...



- You are **feeling sick**
- You have a **sick family member** at home
- We will rebook your appointment

CLOSE MONITORING

Please be assured that we are doing everything we can to implement government guidelines and safety procedures. **Your safety and health is important to us.**