



COVID PROCEDURES

HARPER BEAUTY

INTRODUCTION

The purpose of this document is to help identify risk levels in the workplace setting and to determine any appropriate control measures to implement. Additional guidance or changes to current guidance may be needed going forward as the COVID-19 outbreak conditions change, including new information about the virus, its transmission, and impacts, as it becomes available from government or health organisations.

COVID-19 TRANSMISSION

Understanding how COVID19 spreads & the implication to our Industry.

In developing best practice guidelines, it is firstly important to understand how COVID19 is spread. As you are well aware COVID19 is a new Virus and thus research is still in its early stages and remains ongoing – it is important to remember that this could result in guidelines being updated. Current research however suggests it is mainly from person to person:

- Between people who are in close contact with one another (within about 6 feet).
- Through respiratory droplets produced when an infected person coughs or sneezes.
- There is also a possibility that a person can get COVID-19 by touching a surface or object that has SARSCoV-2 (the virus that causes COVID-19) on it and then touching their own mouth, nose, or possibly their eyes – this is not thought to be the primary way the virus spreads but definitely must be taken into consideration.

People are thought to be most contagious when they are most symptomatic (i.e. experiencing fever, cough, and/or shortness of breath). However new reports suggest that the virus can be asymptomatic on up to 80% of carriers and they are still able to pass on the virus even although they are not presenting any symptoms.

When considering the facts of how this virus is spread it presents a very daunting problem for the beauty industry – in particular when it comes to maintaining social distancing protocols.

The advantage our industry does have, over many others, is that because we do work in close proximity to our clients, and have covered health & safety requirements and infection control in our training, we are far better equipped and experienced at managing the spread of infection than so many other industries. Many of us also already have a good understanding of PPE equipment and how to use it correctly.

INFECTION CONTROL

***For an infection to spread there must be a continuous chain of events known as the chain of infection. To prevent the spread you must first understand the reservoir (where infectious agents can live, grow and reproduce) and it's mode of transmission (how it spreads). You can break the chain, to reduce the spread of COVID-19, by cleaning and disinfecting frequent touch points /surfaces, equipment, fomites, observing good respiratory hygiene**

and washing your hands . For these interventions to be effective, they must be carried out in line with evidence based Infection Control guidelines.”

Sharon Egdell, RGN, BSc Infection Control & Author of Introduction to Infection, Prevention & Control for Beauty and Aesthetics Practitioners.

By managing this very thoroughly and continuously Harper Beauty should be able to effectively offer as safe an environment as you possibly can for both your staff and your clients.

Personal Protective Equipment (PPE)

Many treatments already required the use of PPE Equipment in terms of general hygiene and also for the avoidance of Airborne viruses (such as COVID19) or Blood Born Viruses (BBV) such as HIV and Hepatitis – which already needed to conform with EN standards so for many this is a continuance of what you do already.

PPE should be worn in accordance with HSE guidelines. We have carried out a detailed risk assessment of the treatments that we offer and have decided what appropriate PPE and cleaning protocols are to be implemented based on guidelines, which indeed could change and evolve over the coming months.

The following items will most probably be required

- Medical Grade Gloves
- Surgical Masks
- Protective visor

Implementing Infection Prevention Measures

All Staff

Frequent hand washing (following NHS Guidelines) should take place before, during treatment (when required) and after each client, before putting on and after removing PPE equipment and cleaning equipment, each time you use the toilet, and destination hand washing when arriving at work and returning to home. Hands should be washed thoroughly, remembering to use the disposable towels to dry hands and turn the taps off. Washing with soap is better than using a sanitiser or wipes and sanitiser should only be an option when hand washing facilities are not convenient.

- Uniforms should be changed on a daily basis and washed immediately after use (at highest temperature possible – minimum 60°)
- Where possible a change of footwear would be good practice when working in the salon
- Staff should be completely jewellery free to minimise risk further.
- Always keep hair tied back to avoid unnecessary touching.
- Maintain short nails – no acrylics
- Avoid touching face & hair, or other areas on the body, and ensure you wash hands thoroughly if you do, following NHS guidelines
- Staff should sneeze into tissues, which are binned immediately (in air tight bin with lid) and hands are washed thoroughly afterwards.

- Use PPE Equipment (relevant to treatment). See table document also attached.

Clients

- Clients should be encouraged to wash their hands on entering the premises. I think this is best done in each treatment room as the sink in the bathroom doesn't have a tap that heats up high enough.
- Extra hand sanitiser will be provided at the entrance, exit and payment areas.
- Skin (& Nail) prep of clients is very important – where applicable use reputable topical antiseptic agent with at least 70% isopropyl alcohol or chlorhexidine or equivalent.
- Determine what, if any, client's PPE needs are decide whether you will provide these for an additional included cost, or whether you will require your client to provide their own.
- Ensure the client is aware of all salon safety/hygiene expectations before entering the salon – confirm this via email prior to appointment (and ask them to send acknowledge back).
- Ask client to arrive alone (unless accompanied by a registered carer) with as little personal property as possible e.g. leave handbags/scarfs jewellery etc at home

Tools & Supplies

- Use disposable single use tools and supplies wherever possible.
- Empty all wax pots and disinfect before refilling them with new wax or use disposable pots (these are sold out but as soon as I can get them I will). As already adopted by majority as good practice, disposable spatulas must not be reused during waxing procedure and never double dip back into wax after being in contact with client. Spatulas should be deposited of in an airtight bin.
- Investing in more single-use, disposable equipment, such as nail files, will also help reduce the risk of cross contamination, as well as investing in more sterilising equipment and being vigilant in keeping these processes up. We will have a UV steriliser to store manicure tools and Barbicide jars as is our usual practice.
- Check to make sure all products such as lotions, creams, waxes and scrubs have always been in a closed container, if not you must discard and replace.
- Non disposables must always be thoroughly cleaned, then sterilised after each client, ensuring contact for immersion is correct and sterilisation used, is a suitable method.
- We will use disposable towels were appropriate and couch roll. Towels to be changed and washed at a minimum of 60'.
- Clean and disinfect all towel/linen hampers and bins.
- Wear disposable gloves to clean and disinfect and be careful when using sprays not to ingest any product
- A UV cabinet should be used to sterilise implements and keep hygienic after cleaning and after other means sterilisation. (one will be arriving at the end of July)

Equipment

- All Equipment utilised during treatment- should be thoroughly cleaned (in line with manufacturers guidelines). Before and after each use using appropriate disinfectant/cleaner
- Touch screens, phones, iPads, tills, card machines should all be disinfected and cleaned after each use. Handwash basins, taps, soap dispenser, toilets etc should be cleaned and disinfected after every use with appropriate disinfectant/cleaner. Please refer to our risk assessment for clarity on who is responsibility for each of these jobs.

Environment

Prevention is key to reducing the spread of germs and viruses. When it comes to salon surfaces, ensure you have highly effective cleaning agents to hand, such as a bleach or isopropyl alcohol (if bleaching solution is not already diluted make sure to follow manufactures guidelines and never mix cleaning chemicals together).

- Wipe down all surfaces (floors, worktops, trolleys, couches etc) with medical grade disinfectant & cleaner following guidelines and air dry – redo any surfaces used between clients
- Where feasible use disposable cloths or when using non disposable cloths they must be changed after every use and washed at a temperature of at least 60 degrees Celsius. All touch points should be cleaned with medical grade disinfectant & cleaner frequently during the day hourly or less, this includes door push plates/handles, light switches, fridge handles, touch points on any shelving, toilet flush.
- Disinfectants and disinfectant cleaners – If you use a disinfectant, (disinfectant, disinfectant/cleaner, disinfectant spray or wipe) use a product such as a bleach-based product, which is active against respiratory viruses
- Avoid if at all possible using any materials or furniture etc in the salon that are hard to clean (blankets, carpets, material couches).
- Salons should consider how to provide best possible levels of ventilation. Where possible keep windows open to allow for air to circulate.

OPERATIONAL CONSIDERATIONS & PLANNING

Employer

Do a comprehensive risk assessment & strategic plan ahead of opening including (but not limited to):

- Ensure you remain up to date on all government policies, regulations and guidelines affecting you
- Consulting with HR & staff to assess personal situations, present health & wellbeing and feeling about returning to work and provide education of new regulations
- Review HR resources (e.g. job descriptions, staff handbooks, sickness policies) in line with new legislation and amended company policies
- Understanding correct government & HR procedures to bring back any furloughed staff & HR guidance on recruiting new/laying off current staff if necessary
- Do full assessment on financial standing & cash flow (& access processes to grants/loans where needed)

- Review and update cleaning/sterilisation material requirements to give consideration to the potential increase in disposable supplies you will need to order and possible increased lead times. Also consider the amount of additional disposal you will be doing & if you will have sufficient disposal units.
- Reorganisation of Harper Beauty with regards to layout, flow & optimising social distancing
- Complete your own risk assessment for each treatment you offer against HSE guidelines in order to decide which treatments you feel comfortable offering initially and assess stock & PPE required for those. Government guidelines could also have an impact on these decisions
- Managing client demand and expectations within any new strategic constraints (financial or H & S)
- Communicate new protocols and procedures guidelines to clients with inclusion of their responsibility for their own health and that of your staff
- Consider possible amended times and staff rotas
- This may well require ongoing adjusting based on developments and experience of the new normal
- Holiday allowances & implications to the company
- Ensure you have the correct procedures & protocols if a staff member or client gets sick
- Update protocols for staff kitchen, eating areas and communal areas in light of social distancing and additional H&S requirements.

Staff

- Communicate amended strategic plan & health and safety protocols (with HR considerations taken into account) and request for feedback/agreement ahead of implementation
- Provide training & educational material for all staff to cover any new procedures or processes and have regular updates to enforce this
- Establish treatment guidelines for staff, to include: Policies regarding wearing gloves, masks or other personal protective equipment (PPE) during treatments, Protocols and scripts for clients exhibiting symptoms of illness during treatments
- Verbal or visual indication of washing hands prior to and following treatments. Encouraging clients to wash hands prior to and after treatments (verbally & through posted signage)
- Provide staff with a FAQ list and talking points on how to handle client inquiries regarding sanitation, new policies, clients not abiding by new protocols etc.

OPERATIONAL PROTOCOLS & CONTROLS

Staff

- Any Staff displaying even the slightest symptoms must be instructed to self-isolate according to government guidelines and contact NHS Helpline if they have breathing difficulties. They must NOT come into work under ANY circumstances
- We will take the temperature of all staff members upon entering the building each day (staff, clients and deliveries) – with proper cleaning/hygiene protocols of thermometer observed. We have purchased an Infra-Red Thermometer but caution is also urged since there can be inaccuracy of the thermometer reading; some clients/staff maybe ovulating

where there is a natural spike in body temperature, if some is anxious or stressed, or if the person is experiencing a 'hot flush' so have a general chat if there is a slight range in temperature and ask the leading 4 questions as listed further down in the document.

- When antibody tests become widely available, (once front line workers have had sufficient access) we will have each staff member tested (so no team member needs to be quarantined unnecessarily)
- All staff must be vigilant to not touch face eyes etc when treating clients
- Meetings or employee training should be reduced to the bare minimum or postponed.
- Alternatively, technical solutions such as telephone or video conferences should be used as far as possible. If face-to-face events are absolutely necessary, there must be sufficient distance between the participants
- The occupancy density of work areas and shared facilities is to be equalised in terms of time – for example, by shifting working hours and breaks or shift work. With shift plans, care should be taken to divide the same people as possible into common shifts. At the beginning and end of working hours, suitable organisational measures should be taken to avoid that several employees come together closely – for example, when recording time, in changing rooms, washrooms and showers, etc.

Clients (& Suppliers)

- Salon entrance to be controlled by staff strictly only appointment only – no walk ins. Gift vouchers and products can be collected with prior arrangement and collected from the salon post box.
- Ask each client entering the shop the following questions:
 1. Have you had a cough?
 2. Have you had a fever?
 3. Have you been around anyone exhibiting these symptoms within the past 14 days?
 4. Are you living with anyone who is sick or quarantined?

Client Communications & Management

- Health questionnaires will be completed by visitors online prior to the attendance of their appointment. Phorest are working on this for the beginning of July. These must be filled in before entering the premises.
- We will avoid the use of written documents, where possible these will be completed online ahead of your client coming to the salon (e.g. and not limited to Client consultation, aftercare advice, next appointment details etc).

Salon Administration

- We will be operating a one way system with social distancing between clients and staff members. This will be adjusted accordingly, to what works best and is feasible for staff and clients. Lunch and coffee breaks must be taken separately and all areas wiped down after break or lunch is concluded by the staff member finishing their break.
- Perspex screens have been installed for nail workstations and reception.
- Visual guides will be provided throughout the salon promoting H & S guidelines and new protocols (should also be sent to clients prior to them visiting salon).

- We will allocate responsibilities to each staff member.
- Appointment scheduling will include time to implement this.
- The clients is advised to only arrive just before their appointment (this will be easier if they have completed an online consultation in advance).
- We will provide a warm verbal welcome without handshake or hugs.
- Salon treatment lists/retail price lists etc will be available but we will transition to digital or no-touch promotional display of available services.
- Magazines will not be offered.
- Clients who cancel with less than 24 hours notice will not be penalised.
- Space will be made available between appointments to avoid clients coming into contact.
- We currently will not be providing tea and coffee other than water through our cooler & dispenser with single use cups and bin provided.
- We will take online or phone bookings only (communicate this in advance to clients and display this rule at the entrance to your salon to avoid walk-ins).
- We are now cashless. Card payments only. No tips can be added to the card machine.
- Next appointment details will be sent electronically and avoid using appointment cards.
- Record names, contact details and date of treatments for all clients tracing infections if required.
- Gift vouchers should also be supplied electronically where possible. This is now the only function available on our website.
- Any aftercare advice should be sent to the client electronically and not given as a leaflet.
- Courier & Deliveries should be scheduled only and booked outside of client times.
- Provide area for outdoor deliveries & storage (if feasible).
- If financially viable consider larger orders of supplies less often.
- Remove all product testers to avoid cross contamination. A sign to discourage lifting or touching of products will be erected.