

Back to Work Guidelines

To all my lovely clients,

This document is separated into 2 sections. The first is extracted information from BABTAC and the British Beauty Council back to work guidelines. As we have not had anything official from the government as of yet I have used this to help base my decisions on how I can ensure a safe environment for all. The second section shows what I will be doing for your safety and what I will require of you to cooperate with this.

Once you have read through this please sign at the bottom and send back to myself confirming you are happy with these new procedures before your first appointment with myself.

It has been a long wait but we are almost out of the worst. Let's work together to ensure you never have to wait this long for a treatment again!

Look forward to seeing you all again,

Chantelle Lynn
CACI Retreat

Section 1

COVID-19 TRANSMISSION

Understanding how COVID19 spreads & the implication to our Industry.

In developing best practice guidelines, it is firstly particularly important to understand how COVID19 is spread. As you are well aware COVID19 is a 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 our industry – in particular when it comes to maintaining social distancing protocols. For this precise reason most disciplines in our field will unfortunately, but quite correctly, sit in the category of non-essential work with maximum risk. This needs to be considered in all our decisions and responsibilities. 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, my salon should be able to effectively offer as safe an environment as I possibly can for both you, myself and all my other clients.

Personal Protective Equipment (PPE)

Many therapists treatments already required the use of PPE Equipment in terms of general hygiene and also for the avoidance of Airborne viruses (such as COVID19) more 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. Members should carry out a detailed risk assessment of the treatments they offer and decide themselves what appropriate PPE and cleaning protocols they implement based on guidelines below. The following items will most probably be required by beauty therapists, barbers & hairdressers:

- Medical Grade Gloves
- Surgical Masks
- Disposable aprons & gowns.

All PPE equipment should be purchased and worn in accordance with HSE Regulations and removed and disposed of in line with HSE guidelines.

Implementing Infection Prevention Measures

All Staff

Frequent handwashing (following NHS Guidelines) should take place before, during treatment (when required) and after each client, before putting on and after removing PPE equipment & cleaning equipment and environment, each time you use the toilet, and arriving at work and 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 handwashing facilities not convenient (note – sanitisers active ingredient must be effective against COVID19 or contain a minimum of 60% alcohol).

- Staff should not wear their uniforms at home or to and from work, furthermore uniforms should be changed on a daily basis and washed immediately after use (on highest temperature possible – minimum 60`)
- Where possible a change of footwear would be good practice when working in the salon
- Staff should consider going 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 of PPE Equipment (relevant to treatment).

Clients

- Clients should be encouraged to wash their hands on entering the premises.
- A notice can be displayed explaining why.
- 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. We believe it is acceptable to charge your client to provide them with required items.
- 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 not possible) 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 & dispose in line with local council safe waste disposal
- Spatulas should be deposited of in an airtight bin. The airtight bin should have a lid and should be lined with a disposable plastic bag. Waxing waste should be treated as contaminated waste and disposed of in line with local miscellaneous provisions acts, bye laws and licences
- 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. If purchasing autoclaves ensure it reaches the correct temperature to kill all virus & bacteria
- 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 would advise the use of disposable towels if at all possible, if using non disposable towels they must be changed after every use and washed at a temperature of at least 60 degrees
- Clean and disinfect all towel/linen hampers and bins and only use such container that can be closed and use with liners that can be removed and discarded
- PPE equipment must be removed (safely in accordance with HSE guidance) after each treatment, & disposed of in line with HSE requirements – washing hands thoroughly before and after
- Wear disposable gloves to clean and disinfect and be careful when using sprays not to ingest any product
- If possible, a UV cabinet should be used to sterilise implements and keep hygienic after cleaning and after other means sterilisation.

Equipment

- All Equipment utilised during treatment should be thoroughly cleaned (in line with manufacturers guidelines) before and after each use using appropriate disinfectant/cleaner
- Consult with providers of equipment utilised to ensure proper cleaning/disinfecting methods or updated protocols are in place and to identify if they have new/amended resources available to assist with educating staff
- Touch screens, phones, iPads, tills, card machines should be disinfected/cleaned after each use handwash basins, taps, soap dispenser, toilets etc should be cleaned and disinfected after every use with appropriate disinfectant/cleaner.

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)

Section 2

1.HYGIENE

- Facial treatments
- Hand cleanliness & hand treatments
- Foot treatments
- Waxing Services
- The cleaning of tools (both metal and other) and brushes and the cleaning of working areas, including desks and hard surfaces.

Facial Treatment

I will:

- Wash hands between every client

- Wear gloves, mask & visor in accordance to HSE guidelines
- Clean all equipment between every client
- Have protective films on all equipment being used in treatment
- Clean couch between every client, while replacing couch roll for client to lie on. No towels/duvet will be provided

Whilst clients should:

- Wear a mask when applicable
- Not wear any jewellery to the appointment
- Speak as little as possible through the treatment
- Bring own blanket or extra layers for when laying on the couch during treatment
- Remove shoes before laying on the couch

Hand Cleanliness & hand treatments

I will:

- Wash hands between every client treatment
- Wear gloves which are to be changed either between treatments or between appointments.
- Provide individual packs of nail files for regular nail clients. This will incur a small fee for the first appointment.
- Have a good supply of brushes and a 'contaminated box' for used ones
- Disinfect the brushes and container/box every day.

Whilst clients should:

- Use clean/disinfected brush with soap and warm water to clean beneath the nails, wash for 20 seconds upon arrival
- Dry using a disposable hand towel
- Not touch face or any personal belongings during appointment

Foot Treatments

I will:

- Not touch feet until they have been soaked in the bowl
- Dispose of paper towels and pedi-slippers, safely, after each treatment.

Whilst clients should:

- Remove shoes, socks, tights, etc. upon entry and place on a paper towel
- Use pedi-slippers, then wash hands and dry with a disposable hand towel.

Waxing Services

I Will:

- Ensure massage couch is disinfected before and after client lies on it and only have paper towel covering the bed.

- Dispose of all waxing material waste in a bagged airtight bin

Whilst clients should:

- Wash hands upon arrival and sanitise them after undressing
- Place all belongings in the tray provided under the couch

Tools

I will ensure that:

- All tools that can be cleaned and reused are sterilised / disinfected (strictly following manufacturer instructions) using products that are tested to approved standards
- Clean tools are kept in a clean environment until use
- All used tools are stored in a specially marked closed box until cleansing

Desks & Hard Surfaces

- Items on desks will be kept to a minimum
- All hard surfaces will be cleaned after every client
- All stations will have a good supply of paper towels.

2. CLOTHING & PROTECTION

Uniforms: ensure staff wear freshly laundered uniforms each day that have been washed at 60 degrees Celsius.

Face masks: all beauty therapists must wear suitable face masks, following manufacturer instructions for regular cleaning or disposal. Masks should be changed at the frequency recommended by the manufacturer. Clients should also wear disposable mask where possible.

Gloves: clean gloves should be worn for every client and for cleansing afterwards. These should be powder-free nitrile gloves in the case of latex glove sensitivity.

Aprons: therapist will wear a disposable apron or one that can be disinfected between appointments.

Face shields: shields will be available for clients if they would like to wear one and therapist will wear one if required.

3. DUST

When it comes to natural nail treatments: technicians are to keep nail filing dust to a minimum by disposing of paper desk towels after treatment.

In all cases, doors should be opened to maintain adequate air circulation.

DISTANCING

Distancing guidelines cover:

- The service space
- Appointments
- How to deal with infections

- And the use of masks, gloves and screens.

Space

Clients are to come to appointments alone. No family or friends can attend to ensure minimal crowding in the treatment room. Appointments shall be spaced with 30 minutes before the next client, for adequate cleaning time and to insure that there is only one client downstairs at a time.

Appointments & Payment

I will:

- Not permit walk-ins and operate on an appointment basis only
- Not permit additional services at time of appointment, only perform what was booked.
- Only service one client at a time
- Allow for time between clients for cleansing, e.g. minimum 30 mins
- Always have precleaned/disinfected or sterilised implements and tools ready
- Operate on a no-cash basis, having a credit card machine available or bacs details available for online banking.

Whilst clients should:

- Only enter when the previous client leaves
- Confirm all treatments required when booking as no add ons when at appointment will be allowed.
- Arrive on time and alone (this includes not bringing children)
- Leave immediately after receiving treatment
- Should only bring a credit / debit card – cash will not be accepted.

Infections

Clients will be asked before their appointment if they have had flu-like symptoms for the last 7 days, including members of their household. Clients must comply and provide the salon with this assurance. There will be no cancellation fee if needing to cancel due to having symptoms. Please do let me know beforehand though otherwise I will still charge for no shows. If you or a family member are experiencing and symptoms please reschedule for either 2 weeks later or when you have received a negative test result. I know it will be hard to have to cancel but please think of others that I will come into contact with after seeing you. Not to mention if I get ill that's at least 1-2 weeks I'll have to close. Also if you experience any symptoms within 14 days after your appointment and test positive for coronavirus please do let me know so that I and my clients after seeing you can be made aware and self isolate. Whilst some of these measures may seem extreme if we work together hopefully we won't have to wait too long to get some normality back, Please sign below for confirmation you understand all of the above and are happy to go ahead with your appointment.

Signed by client _____ Date _____

Signed by therapist _____ Date _____