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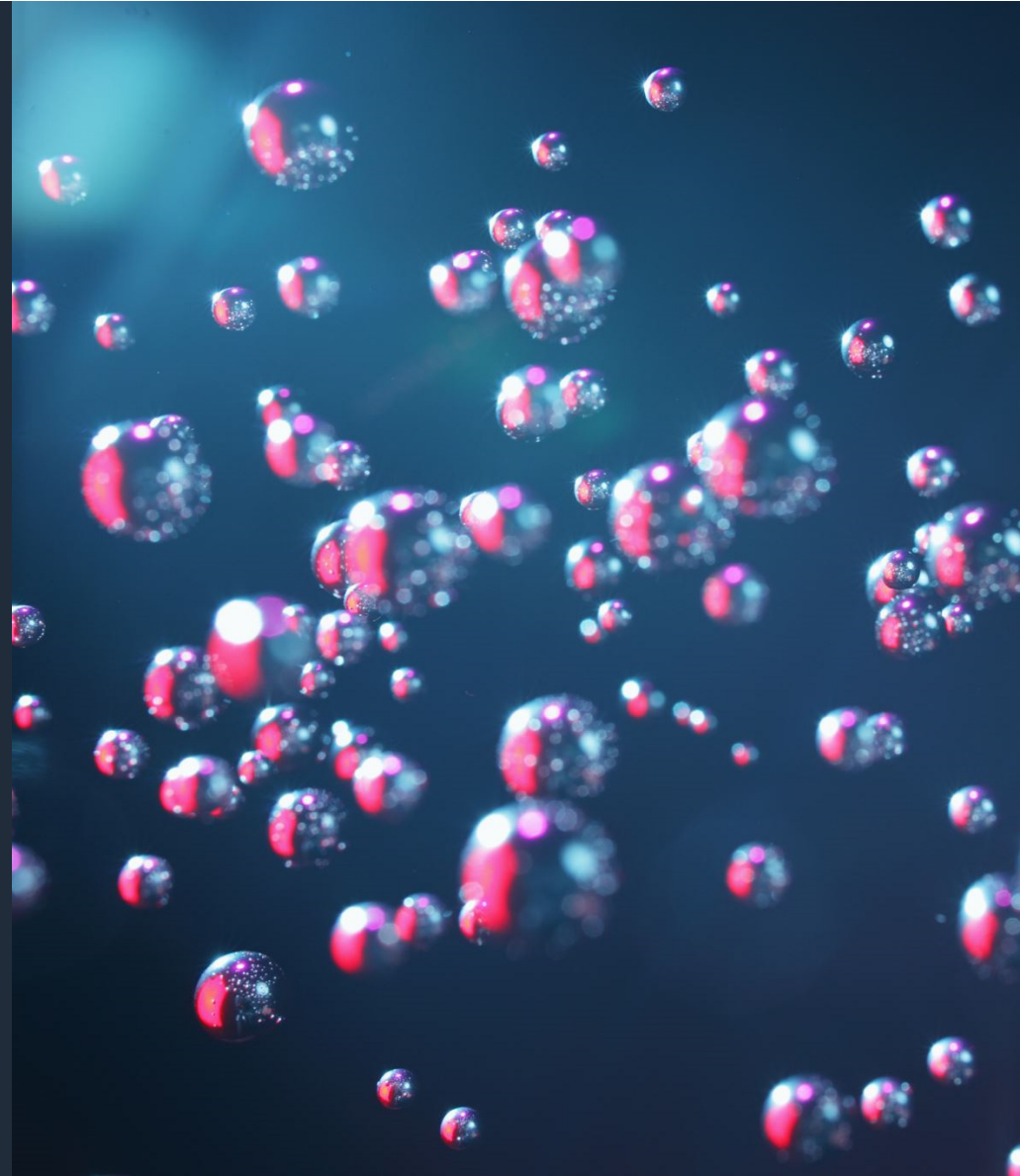
# *Close Contact Services Webinar*

**In conjunction with:**

***Lancaster City Council***

***Pendle Borough Council***

***Preston City Council***



## *Reopening Businesses and Venues*

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- ❖ Step 1 - from Monday 8<sup>th</sup> March and From Monday 29<sup>th</sup> March
- ❖ Step 2 - no earlier than Monday 12<sup>th</sup> April
- ❖ Step 3 - no earlier than Monday 17<sup>th</sup> May
- ❖ Step 4 - no earlier than Monday 21<sup>st</sup> June



# *Step '2' of the '4' Steps*

→ *Step 2 – will open no earlier than Monday 12<sup>th</sup> April 2021*

**Personal care facilities and close contact services will reopen and this will include the following:**

- ❖ **Hair, beauty and nail salons**
- ❖ **Body and skin piercing services**
- ❖ **Tattoo studios**
- ❖ **Spas and massage centres (except for steam rooms and saunas)**
- ❖ **Holistic therapy (including acupuncture, homeopathy, and reflexology)**
- ❖ **Tanning salons**

# *Introduction*

- There are now many regulations & guidance documents for close contact services highlighting the duties upon businesses to help them remain Covid Secure and compliant.
- With this in mind, you must always ensure that you remain up to date with all current restrictions on your business by visiting your local authorities website as well as gov.uk.
- All premises have a legal responsibility to undertake a covid secure/H&S risk assessment and implement suitable control measures to prevent the spread of Covid19 between employees and their customers.
- Guidance on the requirements for re-opening of premises is aimed at the **'Before, During and After'**, procedures which should be in place.

# *Before Opening*

- ❖ Fully functional Risk Assessment
- ❖ Premises Layout (water checks and H&S)
- ❖ Cleaning Schedule (including hand sanitising stations)
- ❖ Signage & Communication
- ❖ QR code in place
- ❖ Appointment booking system
- ❖ Employee Training and personal files
- ❖ Employee PPE
- ❖ Client questionnaire

# *Fully Functional Risk Assessment to include...*

- ❖ A walk-through risk assessment for each area/activity of the premises
- ❖ Handwashing/sanitising facilities
- ❖ Cleaning and Sterilising equipment
- ❖ Ventilation
- ❖ Required PPE
- ❖ Exemptions
- ❖ LFT Testing



# *Premises Layout*

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Undertake a thorough review of the premises and the services that you offer, could they be altered to ensure social distancing with and/or without mitigation...

- ❖ **Waiting areas (if used and big enough premises), reception and treatment areas to adhere to social distancing guidelines**
- ❖ **Treatment areas can be screened off, marked out by tape or removal of furniture to allow social distancing**



# *Cleaning Schedule*

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*Cleaning and Disinfecting should be documented on a schedule to ensure that all employees are aware of their responsibilities when cleaning to minimise the risk, what products and materials to be used and how to use them...*

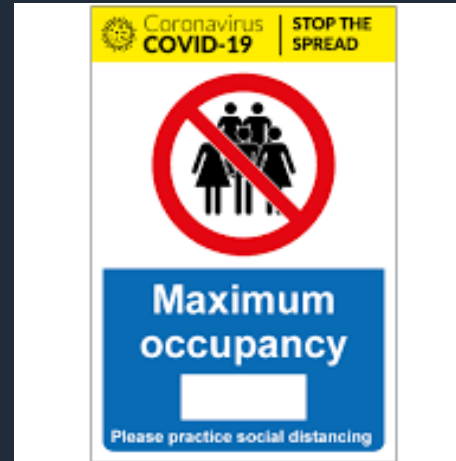
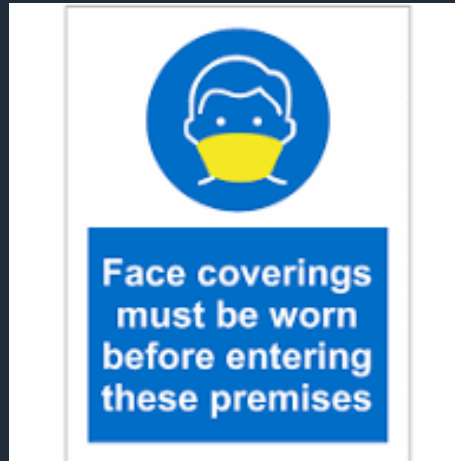
- ❖ All implements (non-porous) being used on more than one customer must be cleaned and disinfected for the full contact time advised on the antiviral disinfectant label before being used again
- ❖ Stations, chairs, trolleys and any other storage containers disinfected throughout the day to ensure vigilance
- ❖ Antiviral sanitisers are recommended with a short contact time (30 seconds) for frequent use areas
- ❖ Hand sanitising stations.





# Signage & Communication

- ❖ It is paramount that signage is used to inform all clients what the premises requirements are on entering and whilst on the premises...

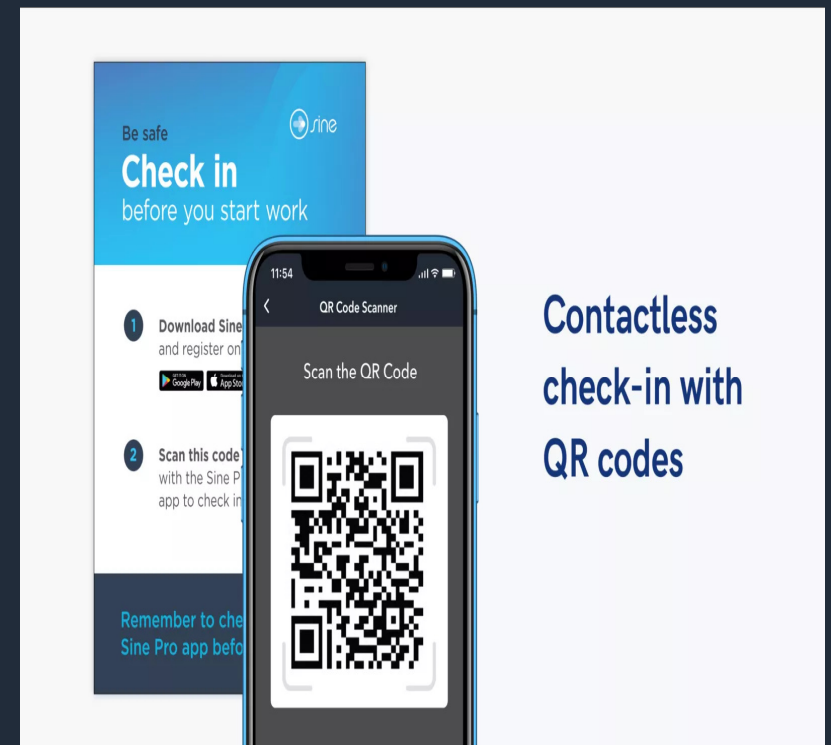


# *QR Code*

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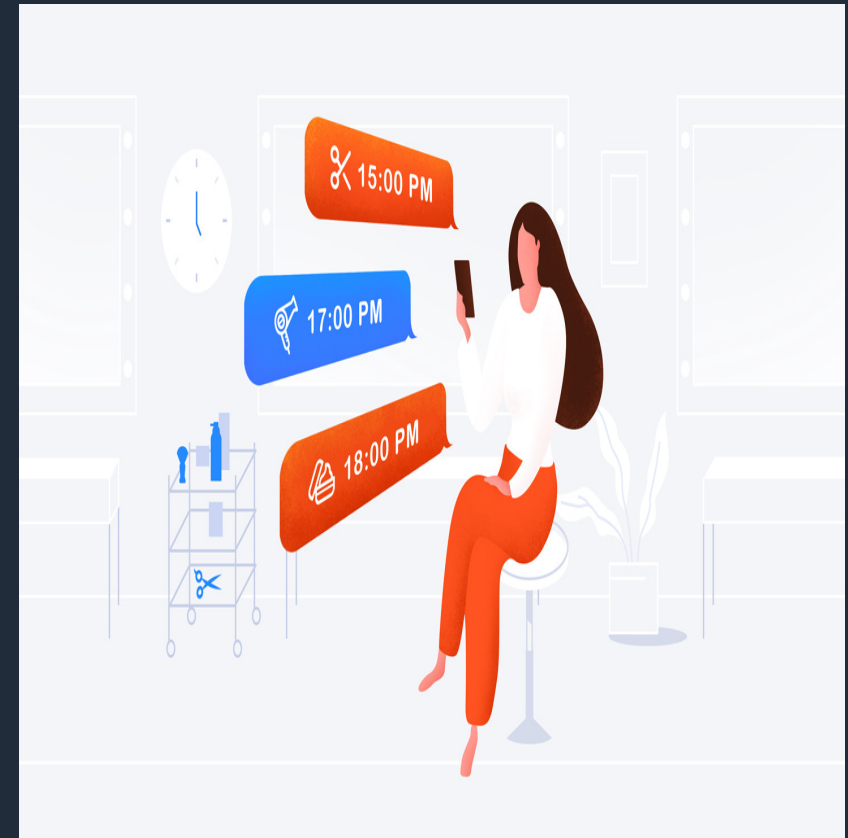
NHS QR code posters are a quick, simple and secure way for visitors to check in/register that they've been to your premises. Use this service to create a QR code for display in your venue as this is a mandatory requirement

Get visitors to scan the QR code when they arrive, using the NHS COVID-19 app. This is to help trace and stop the spread of coronavirus (COVID-19)



# *Appointment Booking System*

- ❖ All business activities recommended to be by appointment only. Walk-ins should be discouraged.
- ❖ Staggered times to allow for cleaning in-between clients
- ❖ Clients could receive a text/email asking to confirm their appointment before their arrival
- ❖ To arrive at the premises at the allotted appointment time
- ❖ A wellness questionnaire could be put in place to be completed before or upon arrival



# *Employee Training/Refresher*

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- ❖ Providing clear, consistent and regular communication to improve understanding and consistency of ways of working including updated guidance etc.
- ❖ Engaging with employees through existing communication routes to explain and agree any changes in working arrangements
- ❖ Developing communication and training needs for employees (old & new) prior to returning to work, especially around new procedures for arrival at work etc.
- ❖ Ensuring employees understand how to use, store, clean or dispose of their PPE etc.



# *Employee PPE*

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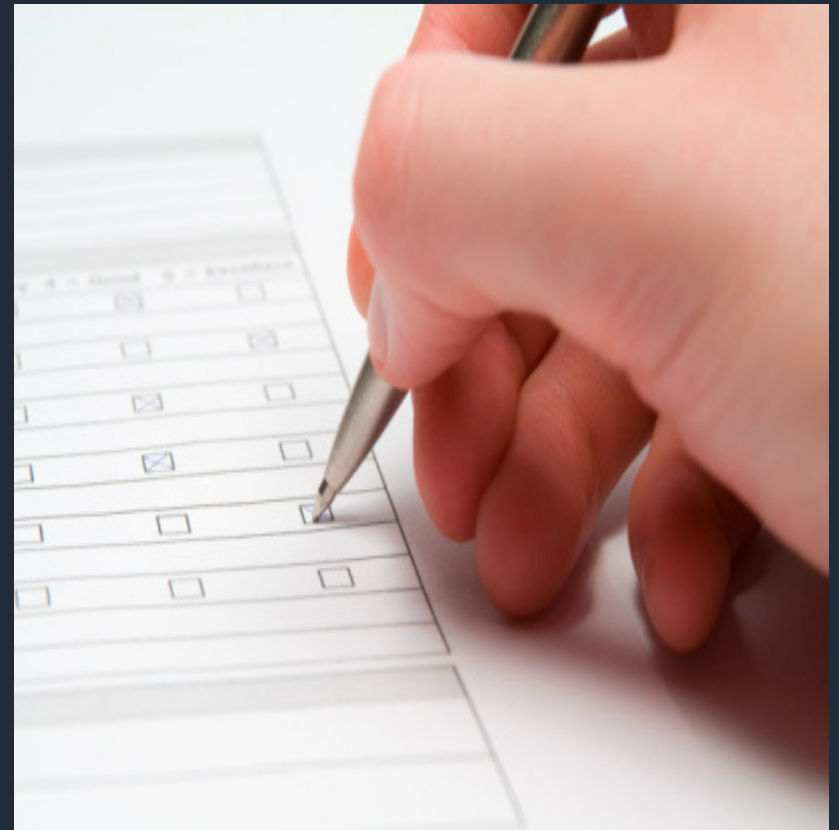
- ❖ The person providing a close contact service (such as hairdressers etc) must take precautions due to the period of time spent in close proximity to a person's face, mouth and nose. This must take the form of a clear visor/goggles and a Type II face mask....
- ❖ Single use aprons, gloves, gowns etc. are also recommended where possible



# *Client Questionnaires*

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- ❖ These can be implemented as a measure to identify an individual that may be a risk factor
- ❖ The questionnaire should be designed in a simple format, but effective enough in relation to Covid19



# *‘Before & During’*

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- ❖ From the appointment booking system, ensure that client arrival times are staggered to minimise close contact



# *During*

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- ❖ When greeting clients, avoid any personal contact with the clients
- ❖ Ask your clients to sanitise their hands on entry.





# *'During'*

- ❖ All areas of the premises will be regularly monitored and cleaned



# *'During'*

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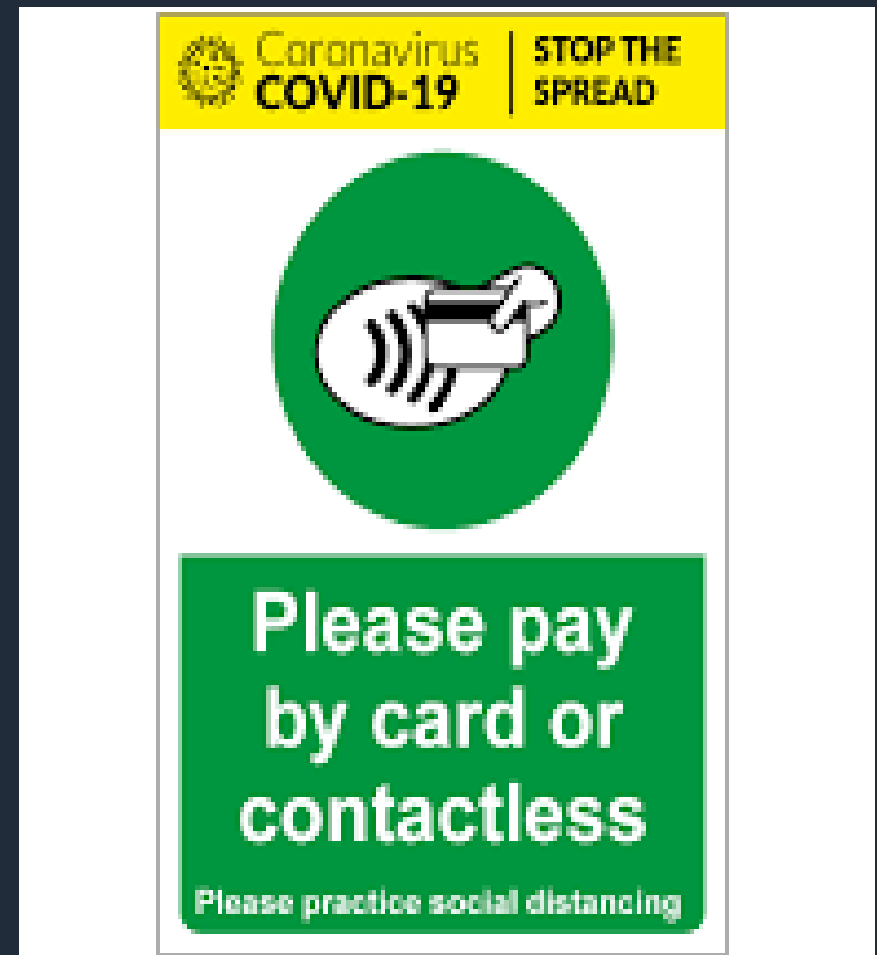
- ❖ Where possible try to escort customers straight to the treatment area/room to avoid congestion in entrance and waiting areas



# *During*

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- ❖ For payments, ask that your customers pay using a card or other cashless means where possible



# 'After'



# *FAQ's*

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❖ *Your questions  
and answers...*

