

Coronavirus (COVID-19) Infection Prevention & Control Policy

for al Covo Massage, Waxing, Well-Being, Southampton.

All of us have been affected by the coronavirus (COVID-19) pandemic.

I have missed being able to offer you the treatments that I know you love, and I am looking forward to seeing you again as soon as possible. *We will remain a 1-in, 1-out suite at the front door, which will maintain social distancing and allow cleaning between each client's appointments.*

My priority is to keep you as safe as possible, and prior to re-opening the salon, I have implemented a number of changes which I would like to make you aware of. During the time the salon has been shut, I have completed the Coronavirus (COVID-19) Infection Prevention and Control course which is accredited by the Guild of Professional Holistic Therapists Ltd, the UK trade body for our industry. I have since made a number of changes in the way that we operate, that you will notice when you next visit. Thank you for your understanding.

Booking Appointments

Wherever possible, I request that **remote** treatments, training and consultations are booked. We can use WhatsApp, FaceTime, Zoom and other platforms e.g. telephone, messages and email.

You may book an immediate appointment if you confirm by email or text, that:

- a) you are without Covid-19 symptoms such as a cough, high temperature, loss of smell or taste or shortness of breath. If you are concerned you may have the Coronavirus, you can click on this link provided by NHS 111 and take a short questionnaire to check:
<https://111.nhs.uk/covid-19>
- b) you are not in a high risk group (such as aged over 70 years, respiratory illnesses or other diagnosed health problems that weakens your immune response to Covid-19),
- c) you do not live with anyone with symptoms or who is in a high risk group,
- d) you are able to travel safely, and
- e) you have applied all socially distancing measures over the last 3 weeks, or a track and trace app on your smartphone shows you have not been at risk before entering the suite,

If you have had the virus in the past and are now testing negative, you may also book.

You will be required to pay a minimum 50% deposit when booking (e.g. by card or BACS transfer). This is due to increased preparation time and commitment by me to open for your appointment.

Please advise us as soon as possible and CANCEL YOUR APPOINTMENT if you, or any of the people you live with, develop non conformity to the above rules. If you feel ill, or display any symptoms of COVID-19, please stay at home as per the NHS advice: <https://www.nhs.uk/conditions/coronavirus-covid-19/self-isolation-advice/>.

If I feel ill or have symptoms of COVID-19, I will self-isolate immediately and I will not come into the suite. This may mean that I have to cancel your appointment at short notice. I appreciate that this may be inconvenient but it is done entirely for your own safety. If your appointment is cancelled, you will be able to re-book again and given a full refund.

Visiting the Suite

For your safety and to maintain social distancing, I ask that you attend your appointments as close to the appointment time as possible. Please do not turn up early for appointments as this may mean that you come into contact with other clients who are just leaving.

I will understand and not be offended if you wish to wear your own Personal Protective Equipment (PPE) such as a face mask or disposable gloves when you visit the salon and during your treatment.

You will have access to hand sanitiser, disposable gloves, face masks and aprons as soon as you enter the suite and I will also have available for you to use soap and hot water to wash your hands for 20 seconds.

You will be asked to reconfirm the above 5 appointment rules at the front door, and I may take your temperature.

I have increased the frequency, coverage and depth of cleaning in the salon, which now includes all common surfaces, including the outside step railings, front door knocker and latch, internal door handles, doors, floors, counters, card machines, chairs, light switches, shower, toilet, basin, and taps. These are wiped clean using disinfectant products between each client e.g. with bleach, floor steaming, alcohol or hydrogen peroxide, disposable cloths or disinfected brushes. I am also airing the suite between clients.

All tools and equipment will be disinfected or sterilised in line with the specific manufacturers' instructions for your safety. Wherever possible I use environmentally friendly, single use items during a treatment that will be disposed of safely after use in order to protect you from cross infection. Multi-use items such as my clothing, towels and couch covers and other sundry items used in the course of a treatment are safely laundered at 60 degrees centigrade between clients.

My Consultations, Treatments and Training Courses

I have carried out a risk assessment on all consultations, treatments and training courses. I am confident that I can continue to provide all of these safely. I have decided that no treatments need to be vetoed. I advise you call me to discuss on 02380639913 or 07968065885. This discussion will allow us to agree to adapt and/or limit some activities, as appropriate to our needs to reduce risk. An individual and personal adaptation may provide a solution so we can go ahead.

During your treatment

I understand the importance of hand hygiene and I will ensure that I wash my hands for 20 seconds in accordance with NHS recommendations before the start of your treatment and at the end of the treatment. Hand-washing may also be required during your appointment (eg after sneezing, coughing, and handling of tools, surfaces, equipment and cash notes).

Please don't be surprised or upset if I use PPE and sanitising equipment during your visit and during your treatment. This may include disposable gloves, facemasks or screen, aprons, hand hygiene disinfection and antiseptic.

Please note that your treatment may take longer than usual as the extra sanitisation procedures before during and after treatment increase the treatment time.

All disposable items are bagged and safely removed from the treatment area between each client as either clinical waste or general waste, and disposed of appropriately.

I will try to make your treatment as safe, comfortable and enjoyable as possible. If you have any concerns about your treatments please let me know and I will do what I can to satisfy you.

After the treatment

In order to avoid handling of cash, I would prefer if you could pay for your treatment by contactless card, BACS, or any card. Preferably, payment can be made in advance using bank transfers or cards over the phone.

After you have visited the suite, over the next fortnight, If you start to show any symptoms of Covid-19, or carry a contact track and trace app on your smartphone that shows you have been at risk before entering the suite, please advise Steve immediately.

All of these procedures have been implemented for your safety and mine. I will continue to take advice from the Government and the NHS regarding safe practice and will amend these new protocols as necessary.