

WO: M A N K I N D

Womankind Beauty Covid 19 Health and Safety Policy

Staff personal protection

All staff must be free from covid 19 symptoms to attend work. If you do have any symptoms, then you must follow our absence procedures. For cases of covid 19 government guidelines should be followed. Symptoms can include new continuous cough, high temperature and loss of change to taste and smell.

The following guidance has been put in place to ensure the safety and wellbeing of our staff and clients at Womankind Beauty. These measures must be adhered to at all times. Staff that do not comply with these rules could face disciplinary action. Managers and Supervisors are responsible for ensuring this policy is followed at all times in the workplace. Any issues must be reported immediately. Clients who do not comply with these measures will have to be asked to leave.

Salon Management will meet and discuss these measures on a regular basis and only once an official change has been made to this policy can we relax some of these to rules. Staff must not take decisions into their own hands when altering a rule. Daily morning meeting will take place each day and be recorded to outline any issues with staff.

There is a full Covid-19 risk assessment, and this must be read and signed before returning to work.

The Measures that have been put into place for staff are as follows-

Staff must shower before each shift.

All staff will have to come to work and change into their uniform once on the premises. Uniforms should be brought in a clean plastic bag and a pillowcase should be brought to work. *Staff who come to work in their uniform or who have not cleaned their uniform will be sent home.*

Hair will need to be completely up and clipped off and away from face. If they are unable to do this then a hair net will need to be worn when working.

All staff will wear gloves and a face mask when dealing with the public and are unable to keep a 2m distance. We will need to be responsible and not wasteful with PPE items due to national shortages. Face masks should fit neatly over nose and mouth.

For areas in the High-risk zone (eyes, nose, and mouth) additional PPE must be worn including gloves, face mask, visor, disposable apron, and treatments must be carried out from the back or the side of the head. Therapists should avoid any unnecessary time spent in this zone and client's masks should only be removed with only with your instruction when it is necessary to do so for the treatment to take place. Where it is not possible for you to carry out these measures the treatment should not be performed.

Clean indoor shoes must be worn.

All nails must be short and clean.

Hands must be washed before and after every client.

Staff breaks will have to be taken separately.

Only one person can be at the reception at a time.

Only one person can be in the staff room at a time.

Staff should try to keep a 2m distance where it is possible.

All staff will need to remove uniform and put in the pillowcase. All of this should then be put in a plastic bag and when you get home the whole uniform should be put in the washing machine to be washed after every shift.

A shower after work is recommended as soon as you get home.

In order to reduce any unnecessary face to face contact If you feel a consultation is necessary to establish what a client made need in an appointment, please call or video call ahead of appointments to make sure all appointments run smoothly. Please do this from the salon phone, ipad or tablet. If you are using your own device the BT cloud phone app will need to be installed for GDPR compliance. You will all have allocated reception time to do this.

Staff will be responsible for managing their own columns to ensure they have enough time for appointments.

Staff will have time allocated to them each day to manage their columns and sort client consultations,

Additional screens have been allocated so this can be done safely with social distancing.

Staff have all trained in video consultations and must plan a competent way of delivering these to clients looking for advice.

All staff must make sure they are competent in using our procedures and systems in order to work independently without having to ask other members of staff to help in order to social distance.

Measures that have been put into place for clients

(please note a copy of this will be available on our website and clients will be directed to this when making a booking. This must read this before attending an appointment. Please tell anyone on the phone to read our policy prior to appointments. This will also prompt them in text and email reminders) PLEASE CHECK EMAIL ADDRESS

Due to the risk of Covid 19 we have put the following measures in place. We know these measures may not make the salon as appealing and may seem quite daunting. We hope these stricter measures will not be in place for long, but all these policies are for the safety of our staff and you as the clients. We want to be able to offer our treatments to you and for you to feel safe and confident knowing that we are taking the risk of spreading covid 19 extremely seriously. We have extremely high standard of hygiene and always follow a very strict health and safety policy. We have increased cleaning around heavily used areas throughout the day. If you have any worries or concerns, please do get in touch.

****Vulnerable Clients***

If you are a vulnerable person we will have allocated times throughout the week for you to attend appointments with a reduced risk to your health. Please inform us if you fall into this category so we can take necessary precautions.

Clients who need to bring a carer are welcome to do so however we please inform us prior to booking your appointment so we can take the necessary precautions.

Currently we can only accept bookings prior to an appointment. There may still be appointments on the day. These can be booked online and over the phone. Online booking will only allow booking with a 2 hour notice period.

Clients will have to wear a face mask when visiting the salon. This should only be removed when instructed to do so and if face treatments are being carried out and only in line with government guidance. We will have a limited number of face masks for sale. Please do bring your own if possible.

Clients must use hand sanitiser when entering the premises.

Clients should try to keep a 2m distance between other clients when waiting outside and when in the building.

Clients will have to wait outside the salon for appointments so please arrive on time and on your own. We have added extra time to all of our services to carry out sanitisation between customers. This is to avoid client crossover which could cause too many people to be in the building. Please ensure you have suitable clothing for the weather.

Clients arriving late may be asked to reschedule if we cannot accommodate the treatment within a safe adequate time for the next client. These appointments may be considered a no show and full payment will be required.

We will limit appointments to reduce salon traffic and allow extra time between clients in order for us to increase sanitisation.

We will limit our therapists in at a time to allow enough room for social distancing.

We have adopted a no contact greeting, so we are afraid no cuddles or hand shaking for now to reduce the risk of transmission.

We may be operating a limited service list in line with government guidance. Initially we will limit face and body treatments to 60-minute treatments. We have adapted many of our services to reduce risk of transmission.

Clients will be collected from the street for their service. Clients having nails done must go to the bathroom and wash their hands before having a treatment.

A Perspex screen has been applied to the nails desk areas and both clients and staff will need to wear a mask. Staff will be wearing gloves.

Clients having a service that is carried out in a treatment room will be asked to wash their hands when entering the room and before treatments commence.

For all services in the rooms will be carried out in the most hygienic way possible. Our therapists will be wearing PPE and we would always ask you to keep your mask on.

Please limit personal belongings to one small bag. These will need to be stored in our allocated baskets when at the nails desk with any outer garments on the back of the chair. When in the treatment rooms these should be put on the coat pegs behind the door and bags/shoes stored separately to the side in your allocated basket. We apologise but we are unable to assist you with removing and putting these items in these places for the time being, but we will be there all the way to help.

Please be mindful of what you touch.

All clients must be well to attend appointments and anyone suffering symptoms of covid 19 should reschedule appointment and follow government guidance on self-isolation.

Unfortunately for the time being we will not be able to offer Magazines for the risk of cross infection. Please feel free to bring your own. We have also removed all leaflets with the exception of our price lists. If you do pick one of these up, then please take it with you. Our full list is also available on our website.

Unfortunately to reduce risk of transmission we will not be able to offer hot drinks in the salon for the time being, please feel free to bring your own. We will have water available on request.

Clients should try to pay contactless whenever possible. The limit has been extended to £45 or £100 for Apple Pay.

When paying for a service or product in the salon please stay where you are, and our staff will come to you with the card machine.

Reception and shop purchases

To reduce traffic in the salon we would ask where possible for you to purchase products and vouchers online or over the phone and you can collect these from the shop, or we can post to you free of charge.

We will have screens applied to the reception desk.

Our therapists may call you to in advance of a treatment to carry out a consultation with you to allow us to be fully prepared and reduce any face to face contact.

If you wish to have a free consultation on products or talk to someone then please call us to arrange a time to come in or we can also do this online.

Please note we will not be able to allow clients to come into the building to browse when we have clients in. We will be able to serve you from the street and take card payments at the door.

Clients should try to pay contactless whenever possible. The limit has been extended to £45 or £100 for Apple Pay.

When paying for a service or product in the salon please stay where you are, and our therapists will come to you with the card machine.

If you wish to leave a tip, each member of staff has a slotted covered tub where cash can be entered and this will allow it to remain in quarantine for 72 hours.

Gift Cards and E Vouchers

Please note that all gift cards and e vouchers will be extended by 4 months from their expiry date. This will be automatically overwritten, and no action is required. Please bring cards/vouchers to pay for your service.

If you have a voucher that expired in the Lockdown these vouchers can also be extended.