

## Coronavirus (COVID-19) Infection Prevention & Control Policy For

### TRACEY MARSON AT THE TRANQUILITY ROOM

All of us have been affected by the coronavirus (COVID-19) pandemic. It has been a very difficult and unsettling period of time for everyone.

I have really missed being able to offer you the treatments that I know you love, and I'm looking forward to seeing you again as soon as possible.

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 closed, I have completed the Coronavirus (COVID-19) Infection Prevention and Control course which is accredited by the Guild of Professional Beauty Therapists Ltd, the UK trade body for our industry. I have since made a number of changes in the way that I operate that you will notice when you next visit.

#### **Booking Appointments**

If I feel ill or have symptoms of COVID-19, I will self-isolate immediately. 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.

If you or any of the people you live with feel ill or display any symptoms of COVID-19 – please advise me as soon as possible and DO NOT COME TO THE SALON FOR YOUR APPOINTMENT. I have amended our booking terms and conditions and you will not be charged for any appointments which you miss due to Covid 19 related illness.

#### **Visiting the Salon**

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. If you are arriving by car I would ask that you stay in your car, sending me a text message to confirm that you have arrived. I will then let you know when you can come in. If you arrive by foot you will not be able to wait inside. A chair will be situated at the entrance to the garden but you MUST let me know if you have used it.

I ask that you attend The Tranquility Room alone. Please do not bring a member of your family or a friend with you. You will be asked to place your things in a basket when you arrive. Please only bring your coat and a small bag. The baskets will then be sanitised after use.

There will be a 15-30 minute gap between client appointments to allow time to clean the treatment room, entrance and client bathroom thoroughly. All common surfaces such as client toilet and sink, door handles etc. will be wiped clean using disinfectant products.

*All tools and equipment will be disinfected or sterilised in line with the specific manufacturers' instructions for your safety.*

Wherever possible I will utilise environmentally, friendly, single use items during a treatment that will be disposed of safely after use in order to protect you from cross infection.

You will have access to soap and hot water to wash your hands with as soon as you enter the salon . Individual towels are available and must be placed in the appropriate bin after use. There are hand washing guidelines above the sink in the bathroom.Sanitiser will also be available to use during your visit.

I will understand and not be offended if you wish to wear a facemask or wear disposable gloves when you visit the salon and during your treatment is this is appropriate. If you wish to wear a mask and do not have one with you I can supply a disposable mask at a small additional cost.

Please don't be surprised or upset if I use personal protective equipment (PPE) during your visit and during your treatment. This may include disposable gloves / facemasks / face visors/ aprons where appropriate.

I can confirm that the laundering of salon towels and uniforms is a priority. I *can* assure you that all salon laundry is washed at 60 degrees C with the addition of a disinfectant as well as the usual laundry products.

All disposable items are bagged and safely removed from the treatment area every day. I now have 3 bins in the treatment room for different types of waste and damp facial/manicure/pedicure towels. All towels and washable bed covers are placed in closed laundry baskets away from the treatment room after use.

### **My treatments**

I have carried out a risk assessment on all treatments and I have decided that the following treatments cannot be provided until further notice

ELECTROLYSIS

LASH LIFTING TREATMENTS.

### **During your treatment**

I understand the importance of hand hygiene and will ensure that I wash my hands in accordance with NHS recommendations before the start of your treatment. It is normal for me to wash my hands frequently during your treatment as well so this will be no different.

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 reassure you.

I would ask that you DO NOT touch any products on the retail stands or any of the Nail Polishes, Shellac and treatment bottles. If you are having a manicure or pedicure, point out to me which colour you would like and I will take it from the stand. A screen has been placed on the manicure table.

If you are having a facial or massage treatment you may be covered with a fleece blanket rather than a towel. I have purchased a number of new blankets so that each blanket will be laundered after a single use.

### **After the treatment**

A screen has been placed at the desk. Some people may feel this is not necessary but it is another level of protection for you and myself.

Unfortunately, you will need to leave as soon after the end of your treatment as possible. This will allow me to clean the area before the next client arrives.

I will still take cash, but you may be asked to put the cash in an envelope when paying.

When using the credit card machine you may be asked to use an implement rather than actually touching the machine.

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 them as necessary.

Thanks you for your understanding.

**Tracey Marson**  
**M.G.B.T., C.G.L.I., B.I.A.E.**

**Date 26<sup>th</sup> June 2020**