

Coronavirus (COVID-19) Infection Prevention & Control Policy

For

THE THERAPY ROOM

All of us have been affected by the coronavirus (COVID-19) pandemic in some way. I really hope you've all been keeping safe and well. I just wanted to touch base with everyone and let you know our plans to re-open The Therapy Room next month. (All being well MONDAY 6TH JULY)

We have missed being able to offer you the treatments and we are looking forward to seeing you again as soon as possible!

Our priority is to keep you as safe as possible, and prior to re-opening the Therapy Room I have implemented a number of changes which I would like to make you aware of. During the time the centre has been shut, 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 we operate that you will notice when you next visit.

Booking Appointments

If *any of the therapists* feel ill or have symptoms of COVID-19, *they* will self-isolate immediately and not come into the centre. This may mean that we have to cancel your appointment at short notice. We 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 at a later date.

If you or any of the people you live with feel ill or display any symptoms of COVID-19 - please advise us as soon as possible and **DO NOT COME TO THE THERAPY ROOM FOR YOUR APPOINTMENT**. Please do not worry if you have to cancel at the last minute, we totally understand as everyone's safety is paramount.

The same applies to the track and trace scheme that the government is currently rolling out. If you are contacted by the scheme to socially isolate due to have been in contact with an infected person, please do not attend your appointment.

Visiting The Therapy Room

For your safety and to maintain social distancing, we 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. We will not be using the waiting area so if you are early please wait outside or in your car until your appointment time.

We have increased the frequency of cleaning in the building including making sure that common surfaces, toilets door handles etc. are wiped clean using disinfectant products between *each client*. *The appointments will be staggered out during the day in order to be able to do this.*

With regards to beauty therapy *all tools and equipment will be disinfected or sterilised in line with the specific manufacturers' instructions for your safety. The massage couches will be stripped and wiped down after each client.*

You will have access to soap and hot water to wash your hands with as soon as you enter the salon *and we will also have hand sanitiser available for you to use when you come into the building which we kindly ask you to use.*

We will understand if you wish to wear a face mask or wear disposable gloves when you visit the centre. We will also provide you with a disposable mask for you to wear during your treatment if social distancing is not possible. For example massage and beauty treatments.

Please don't be surprised or upset if some therapists use personal protective equipment (PPE) during your visit and during your treatment. This may include *disposable gloves / face masks / aprons where appropriate.* This is for your safety.

I can confirm that the laundering of towels and uniforms is a priority and I *can* assure you that all salon laundry is washed at 60 degrees C

All disposable items are bagged and safely removed from the treatment area between *each client*

Our treatments

We have carried out a risk assessment on all treatments and *we are confident that we can continue to provide these as safely as is possible.*

During your treatment

our therapists understand the importance of hand hygiene and we will ensure that we wash our hands in according with NHS recommendations before the start of your treatment.

We will not be providing drinks/water for clients but please feel free to bring your own.

We will try to make your treatment as safe, comfortable and enjoyable as possible. If you have any concerns or questions about your treatment please let me know. I totally understand. Whether you're desperate to come back for your regular treatment or would like to wait until things feel safer and clearer, that is absolutely fine and we totally respect and understand your decision

After the treatment

In order to avoid handling of cash, we would prefer if you could pay for your treatment *by card / or in advance using bank transfers*

All of these procedures have been implemented for your safety and *the therapists.* We 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.

Suzie Vickers

8th June 2020