



Coronavirus (COVID-19) Infection Prevention & Control Policy

Updated April 2021

This policy has been drawn up in response to the current pandemic, using current guidelines and legislation available. All of these additional procedures have been implemented to ensure the highest standard of health and safety for our clients as well as ourselves. We will continue to take advice from the industry, Government, and the NHS regarding all safe practices.

Natural Skin By Lynne's priority is to keep our clients safe during their visit to us. As we have now re-opened some important changes have been implemented.

Appointments

If anyone working at Natural Skin By Lynne becomes ill or show any symptoms of Coronavirus (COVID-19), we will self-isolate immediately. This will mean that we will have to rearrange your appointment at short notice. This may, of course, cause an inconvenience, but it is done for your own health and safety. We will rebook your appointment as soon as possible, and you will take priority over any new enquires.

If you or any of the people in your household feel ill or display any symptoms of Coronavirus (COVID19) please advise us as soon as possible and **do not** come in for your appointment.

The main symptoms of Coronavirus (COVID-19) are:

- high temperature – this means you feel hot to touch on your chest or back (you do not need to measure your temperature)
- new, continuous cough – this means coughing a lot for more than an hour, or 3 or more coughing episodes in 24 hours (if you usually have a cough, it may be worse than usual)
- loss or change to your sense of smell or taste – this means you've noticed you cannot smell or taste anything, or things smell or taste different to normal Most people with coronavirus have at least one of these symptoms.

Visiting Us

For your health and safety please arrive as close to your appointment time as possible, do not arrive early. If you arrive too early you may come into contact with other clients who are leaving.

Infection Control

Increased cleaning of the treatment/training room will take place. This will include all common surfaces such as door handles, etc. These will be disinfected between each client.

All equipment will be disinfected or sterilised in line with specific manufacturer's or industry guidelines for your health and safety.

Where possible we will use eco-friendly, sustainable, single-use items. These will be disposed of according to the supplier's guidelines to ensure you are protected from cross-infection.

You will have access to hand sanitiser upon arrival and we ask that you use this immediately upon arriving and before leaving.

Please do not be offended if we wear PPE (Personal Protective Equipment). This may include gloves, face shield and/or facemask or a disposable apron, this will be dependent on the treatment being provided.



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In England, the government's Guidance for keeping workers and clients safe in close contact services states that from 8 August 2020, face coverings are mandatory, in nail, beauty and hair salons, as well as for massage services, and "should not be removed unless essential for a particular treatment – for example, for a treatment on the face area covered by the mask".

For further clarification, we contacted the Department for Business, Energy and Industrial Strategy (BEIS) and were advised that clients will also need to wear a face covering within a private treatment context, where complementary, beauty and sports treatments are given on a one-to-one basis, even if other people are not present, unless they are exempt on medical grounds.

If you choose to wear disposable gloves, we will respect your decision.

Following the latest update on 30 March 2021, ventilation will be used as a control measure to reduce the risk of aerosol transmission of COVID-19 in enclosed spaces. Ventilation will not reduce the risk of droplet or surface transmission, so other control measures such as cleaning and social distancing are still required.

There are different ways of providing ventilation, including mechanical ventilation using fans and ducts, natural ventilation which relies on passive flow through openings (doors, windows, vents) or a combination of the two.

The risk of transmission is greater in spaces that are poorly ventilated (HSE).

We confirm that all reusable equipment such as towels are washed at 60 degree with added laundry cleanser to thoroughly ensure 99.99% of bacteria is killed. All disposable items will be bagged and removed from the room between each client.

During Your Treatment

We will ensure our hands are thoroughly sanitised as per current NHS guidelines prior to the start of your treatment.

We are confident we will be able to provide our treatments at our usual high standard whilst ensuring your health and safety.

If you have any concerns prior to the start of the treatment, please do let us know as we may be able to adapt them slightly in order to put your mind at rest and still provide an enjoyable experience.

After Your Treatment

To avoid handling of cash, we would prefer payment by card for the foreseeable future. If you only have cash, we will still accept it.



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Acceptance

By attending your appointment you agree that:

- You have read and understood this policy.
- You knowingly and willingly consent to having services at Natural Skin By Lynne during the COVID-19 pandemic.
- You consent for the services to be carried out which involves a staff member of the Natural Skin By Lynne team being in physical contact with you with less than 2 metres distance.
- You confirm to your knowledge that you, you household or social bubble have not been in contact with anyone that has had symptoms of COVID-19 in the last 14 days.
- To prevent the spread of the virus and protect each other, you confirm that you will strictly follow Natural Skin By Lynne's guidelines.
- If guidelines are not strictly followed, you understand that Natural Skin By Lynne has the right to cancel the appointment/service with the full cost of the being charged and any other paid costs being non refundable.
- You confirm that you release the therapist performing the service and Natural Skin BY Lynne as a business from any and all liability for the unintentional exposure or harm due to COVID-19.

Reviews & Queries

This policy will be subject to annual review, or sooner if legislation or any regulatory changes take place.