

## **COVID-19 Guidelines at Grace Medi-Spa at Clanfield Farm**

This document has been prepared in line with the Covid-19 secure guidelines issued by the Government.

### **Our Statement**

At Grace Medi-Spa we wish to provide all our working team and their clients a safe environment that complies with the Covid-19 secure guidelines issued by the Government.

### **Our workplace at Grace Medi-Spa**

We have put into place additional cleaning regimes. All surfaces throughout Grace Medi-Spa will be cleaned with more frequency, especially direct points of contact, such as door handles and bathrooms etc.

We will ensure adequate ventilation throughout Grace Medi-Spa with doors and windows (where appropriate) being left open.

We are adjusting how people move through Grace Medi-Spa to avoid congestion and unnecessary contact with others. Our Hairdressers with dedicated room access will advise their clients to come directly to their entrances so avoiding the main front door. This only applies to Amy Larkin Hair and Katie Summers Hair Boutique.

**Kitchen/Staff area** – we advise that no more than 2 people frequent the kitchen area at any given time and to avoid leaving any personal effects on the chairs, table or floor. They will sanitise anything in the kitchen they have had contact with, such as the kettle, cupboards, fridge, table, chairs etc. Where possible visits to the kitchen will be limited and where possible any breaks will be taken outside in the garden (weather permitting). Ideally our work team will bring prepared food and drink to avoid needing additional preparation time in the kitchen.

All our work team will maintain correct social distancing between one another.

### **Our Team**

All those who work at Grace Medi-Spa run their own independent businesses and will prepare their own risk assessments and issue their own protocols relevant to their specific industries. They will ensure their own clientele are aware of these statements.

Any of work team, feeling unwell with suspected symptoms of Covid-19 will not come to Grace Medi-Spa.

## **Our Treatments**

At Grace Medi-Spa we provide 'close contact' services. Some of our work team will also be 'front facing.' This means that they will predominantly not be able to maintain recommended social distancing within the course of their work. Therefore our work team will be taking mitigating actions as advised for their own specific treatments. This will probably include the use of PPE (personal protective equipment). PPE may include;

The use of a clear wrap-around face shield.

The use of a face mask.

The use of disposable aprons and disposable gloves.

There may be clear screens between the therapist and client, such as for nail treatments.

PPE will be replaced after every client (or if designed to be reusable it will be thoroughly sanitised)

(Clients may be asked to wear a face mask, either a disposable will be provided or they may be asked to bring their own).

All our work team will aim to keep their treatment times as short as is possible.

All our work team will not encourage unnecessary talking and will keep any background music to a minimum to avoid the need to raise voices (as this causes a greater amount of respiratory droplets).

For our work team who may have more than 1 client in attendance at any time (such as hairdressing) the number of clients will be restricted in order to ensure a minimum of a 2 metre distance between clients.

All our work team will allow sufficient time between appointments to allow for thorough sanitising of their rooms, couches, trolleys, sinks, surfaces etc.

Disposable, single-use equipment will be used wherever possible.

All our work team will be increasing their own frequency of hand-washing.

## **Client Arrival and Reception**

We ask that no client attends Grace Medi-Spa if they are not feeling well.

All clients will be asked to wait outside in the carpark in their cars until they receive a text message or call from their therapist/stylist who will open the front door, greet them and escort them directly to their treatment area.

The exception will be the clients attending Amy Larkin Hair or Katie Summer Hair Boutique as these two businesses have their own dedicated entrances. Clients will need to check with Amy and Katie for their arrival instructions.

The main reception area will be closed. There will be no reading material provided (such as magazines) and no refreshment area.

Our work team will be working strictly to an appointment-only system.

Should anyone require information or wish to book an appointment they may call the appropriate business directly or call the main reception number on 02392 599199.

Upon arrival all clients will be asked Covid-19 related questions. Clients may also be asked such questions prior to their appointments.

Such questions may include the following; (These questions may be asked verbally or they may appear on a typed sheet that each client will be asked to sign).

- Have you recently been diagnosed with Covid-19?
- Do you feel well at the moment?
- Do you have the onset of a new and continuous cough?
- Do you have a high temperature?
- Have you recently developed a difficulty in breathing?
- Do you have flu-like symptoms?
- Have you noticed a loss or change in your normal sense of taste or smell?
- Have you been in contact with someone suffering with Covid-19 in the past 2 weeks?

If the answer to any of these questions is YES then the therapist/stylist reserves the right to refuse treatment and entry to Grace Medi-Spa. They will advise the client to return home and self-isolate.

We also ask clients that if they begin to show symptoms of Covid-19 within 2 weeks following their visit that they will contact their therapist/stylist.

Some of our work team may also choose to use an IR non-contact forehead thermometer to check a client's temperature before allowing them into Grace Medi-Spa.

### **We ask of our Clients**

Please avoid attending your appointment with excess bags, such as shopping bags or unnecessary personal effects.

Please attend by yourself. If someone has to wait for you then please ask them to wait in a car or in the carpark. If you attend with children please discuss this with your therapist/stylist prior to the appointment. Children must stay in the same treatment area at all times, be fully supervised and maintain correct social distancing.

We will ask our clients to use hand sanitiser (which we can provide) or the hand washing facilities as they enter Grace Medi-Spa.

**Record Keeping and NHS Test and Trace**

To support the NHS Test and Trace all our work team will keep a temporary record of your visit for 21 days.

**Contractors/Reps/Deliveries**

There will be a noticeboard immediately outside Grace Medi-Spa requesting that all deliveries are placed in the adjacent garage to limit delivery personnel coming to the front door.

Any Contractors or Reps must have an appointment with one of our work team, be met by them, be fully informed of these guidelines and stay within their treatment areas.

**Summary**

We hope that these guidelines will inspire confidence within our work team and their clients. By robustly following and strictly adhering to these guidelines we are proud to be able to offer a safe environment at Grace Medi-Spa for all those who work and visit.