RETURNING TO WORK AND WORKING SAFELY

GUIDE

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**RETURNING TO WORK SAFELY**

**Who is this guide for?**

This guide is for any employee or self-employed member of staff working within Enhance. It will explain how you can protect yourself and others against COVID-19 in the workplace. As an employer I must protect people from harm. This includes taking reasonable steps to protect my staff and also anyone who may come into the salon from Coronavirus. This is called a risk assessment and it will help us manage risk and protect you all.

**Risk Assessment**

I must:

* Identify what work activities or situations might cause transmission of the virus
* Think about who might be at risk
* Decide how likely it is that someone could be exposed
* Act to remove the activity or situation, or if that is not possible control the risk.

**Who should go to work?**

When we get our finalised date being allowed to open the salon, we can all return to work. Currently our hairdressing services can commence on Wednesday 15th July but for now we do not have a date for Beauty.

If you fall under the clinically extremely vulnerable person or vulnerable person category you should speak to Emma to discuss returning to work.

As we are unable to work from home in our industry, I have looked at removing certain services from our treatment list so we can carry on at reduced risk (this includes walk in appointments, fringe trims, dry cuts and Cut and any services under the age of 16, unless agreed to by Emma).

Guidance on social distancing and hygiene has been organised and should be followed by everyone in the salon, AT ALL TIMES. For the foreseeable future we will be operating at a reduced number of staff at one time to keep to the guidelines that allow us to carry out our work safely.

If at any point anyone feels anxious or worried about coming back to work or while in the salon you can talk to me at any time.

**Protecting people who are at higher risk**

For any of you who are higher risk I will be offering the safest available roles for you to carry out and plan to follow all of the correct guidance throughout this time.

**Getting into and leaving work**

I ask, where possible, to travel to work in your own transport (or walk or cycle if safe to do so) to maintain social distancing. Hand Sanitiser will be provided at entrance and expected to be used every time you arrive or are leaving. I would also ask when you arrive that you wash your hands properly (running water, soap and for at least 20 seconds) and use the provided paper hand towels.

**Work Area**

I have taken lots of time to try different options for our work areas to make sure we are working at a safe 2m distance, where possible or 1m distance with screens.

Obviously in our line of work it is impossible to keep 2 meters apart from our clients! This is why I will assign one person to one position and we will be working with a reduced number of staff. This also means each stylist can only have ONE client in at any one time.

Each person will be in charge of keeping their work areas clean and prevent transmission. The positions should be thoroughly disinfected after EVERY client. This includes the full chair, mirror and foot rest. All equipment used on each client needs to be disinfected with provided solutions for the full recommended time, this includes combs, brushes, hairdryers, straighteners, trolley and anything else that has been used while with the client. Each Stylist will have their own trolley to use and again this has to be thoroughly cleaned after every use.

At the end of each shift everyone should help to clean and disinfect the full salon, taking special care with areas that may have been touched regularly. There will no longer be a waiting area and where possible payments and appointments should be organised at the position to avoid any unnecessary contact. After any of the equipment is used at reception it should be wiped down with the wipes provided. Again, hand sanitiser can be used by staff and client at any of these points.

**Moving Around**

We will need to be aware of people using the toilet and ask clients to stay seated until it is available to prevent people being close in a small area.

It is every one’s responsibility to ensure everyone is adhering to the guidelines while in the salon. This may include reminding people to stay 2 meters away from you where possible or not to touch unnecessary objects within the salon.

**Common Areas**

The common areas for us within Enhance are the back shop and toilet area. If we leave the back shop how it is currently set up, we cannot maintain a safe environment. Taking that into consideration I have decided that all colour should be mixed at your position. Going forward NO colours should be mixed in the back shop. The back shop is now our PPE, Sanitising and Extra Stock Area. This means we have no area within the salon for breaks at this time. We ask that all team members leave the salon on your allocated breaks. All cutlery, cups and plates etc will be removed to prevent contamination. You are only permitted to have ONE Water bottle which can be kept at your position. The kettle will stay in the backshop but only for cleaning and needs to be cleaned thoroughly after any use. All personal belongings brought into the salon should be kept to a minimum. Personal items should be placed into the boxes provided when you arrive and placed on shelves and then removed when leaving (this includes handbags, coats etc). After using the back shop for anything, make sure it is left tidy and has been cleaned down for the next person. This area should be deep cleaned, worktops cleared and belongings removed every single night before close.

In the toilet there will be disinfectant spray and disposable cloths that can be used by anyone before or after using the facilities. Soap and running water will always be provided and paper hand towels should be used instead of a cotton towel. This area should be deep cleaned every single night. Through out the day this room should be checked to make sure it is clean and replenished with paper towels and soap.

**Good Hygiene**

The salon will have a deep clean before we reopen. While we are working handwashing facilities and products will always be available (running water, soap and paper towels) and you should carry this out as much as possible, especially after handling goods or touching clients. In addition to this there will always be hand sanitiser available. Signs and posters will be put up throughout the salon to remind everyone to keep good hand hygiene and proper handwashing technique. You should avoid touching your face and remember to cough or sneeze into your arm, if you do not have a tissue.

Clear guidance for cleaning of the full salon will be provided.

**Waste**

All PPE and disposable waste has to be stored in tied bags within the salon for 72 hours before being put out into the wheelie bin and picked up by the council. This includes any waste from the ‘Sanitising Station’ within the salon and any small bins throughout that may have been in contact with the virus. There will be a small waste bins at the front door to dispose of any materials. This should be emptied regularly.

**Information and guidance**

I will provide everyone (this includes staff and visitors) with information on procedures, guidance or new ways of working as I learn them. I will share this information directly with you and with our clients and visitors by use of posters, social media and emails, where necessary. I will always listen to your concerns and act quickly to rectify where possible.

**PPE (Personal Protective Equipment)**

I will continue to provide our normal PPE that we use daily. In addition to this disposable aprons, colour capes and facemasks will be provided.

(At the time of writing this we have no official guidance to what will be necessary but I will keep this updated.)

Every staff member will have to wear a Face Shield (visor) for the full day. This is one that you can wash every night after your shift ends. Gloves have to be worn for our usual purposes, for example while applying colour or cleaning. They do not need to be worn for the full appointment. Disposable aprons and colour capes will be provided and they should be changed after every client and discarded of in a safe manner.

A more in-depth document will be sent to you when the official guidelines have been announced and explained in greater detail.

**Knowing the Symptoms**

The main symptoms of coronavirus are:

* A high temperature – this means you feel hot to touch on your chest or back (you do not need to measure your temperature)
* A 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)
* A loss or change to your sense of smell or taste – this means you have noticed you cannot smell of taste anything, or things smell or tase different to normal

Most people with coronavirus have at least 1 of these symptoms.

**What to do if you have Symptoms:**

If you have any of these symptoms you should follow these steps:

1. STAY AT HOME (Self-Isolate) – DO NOT leave your home or have any visitors. Anyone you live with or in your support bubble must also self-isolate.
2. GET A TEST – Get a test to check if you have coronavirus as soon as possible. Anyone you live with or that are in your support bubble should also get tested in they have symptoms.

If at any point while you are at work and feel unwell with any of the symptoms, you should contact Emma immediately. You should also immediately quarantine yourself, at work or at home to minimise the risk of spreading the virus.

**Sanitising and PPE Area**

This area will be located at the front of the salon so it can be accessed easily by staff and any visitors. Your clients care package will be here waiting for you. This includes their PPE and any gowns etc you need. Becca or myself will make these up.

There will also be a cleaning area in the backshop with any cleaning or disinfectant products/materials that might be needed throughout the day. It will have all necessary PPE here ready for use also.

**Your Clients Journey**

At Enhance we want our clients and any visitors to feel safe and welcome, especially at this time of uncertainty. This is why this section is so important to read and to understand. It will also keep you as safe as possible while working.

The online booking system is turned off, for now, until we get all the clients from the waiting list and I have contacted everyone that does not have social media or email address for an appointment. From then on, your client will make their appointment by either telephone, online or by e-mail and we will discourage clients coming into the salon to make them. At the time of booking they will be advsised if a skin test is necessary and will be booked in at least 48 hours before their appointment, if having colour done. Going forward this is a MUST and no colour will be done without a skin test!

New rules and regulations have been made and we need to follow them. Any client who has not had colour done within 12 weeks will need a skin test so this means in current circumstances EVERYONE will need one. They will only need fill in a patch test form on arrival to let us know the result.

Because of the importance of the skin test and for Track & Trace, it means having the CORRECT contact information is more important than ever! This includes mobile number, Address, email address and name spelled correctly. To help with this I have organised a CONSULT form which will be sent directly to the client and they will fill out all of their own details. The client will also be sent another form a few days before service so they can answer some simple COVID-19 related questions.

Forty-Eight hours before their appointment they will receive a reminder text. Our Cancellation Policy will be relaxed if the reason for cancellation is down to COVID.

The client MUST arrive exactly on time for their appointment and you as the stylist should be ready and waiting on them. This means the position is sterile, ready for them to be sat at and their service to begin. Timings will be so important for the Red phase of reopening as no clients can overlap. If the client is early, they must wait outside. The client should arrive alone and will not be permitted to enter with another person.

When entering the client should be met by their stylist and use the provided hand sanitiser. They should also put on their mask and have their temperature checked. They must also fill out a COVID Form on Ipad if not already done so. If they have any belongings with them, they should wipe any electronics and place into the tray provided and any larger items into the plastic bag provided which it should stay for the duration of their visit. No belongings should be hung up on the coat hanger for the foreseeable.

For your client arriving you should have your trolley ready with your required equipment. Your clients Care Package should be waiting. A sterile bag containing a facemask (we are making his mandatory while we are directly working beside them, a gown, a towel, Gloves, an apron for us and colour cape (if having their colour done) will be waiting for you to open with each client. From then the client should only leave that position when they are going to the backwash or if they require to use the toilet.

For the red phase of reopening we will be unable to offer any hot refreshments.

For the client we are going to look a little different for the first while. As soon as we enter the salon to work with clients, we are required to wear a face visor. This should stay on all day other than when on our breaks outside the salon. Gloves will only be required when we would usually wear them, for example doing a colour. A disposable apron will be used for every client and should be disposed of following the correct guidelines.

The actual hairdressing process will not change and your usual health and safety measures should always be carried out. Throughout the appointment you should be aware of your client’s whereabouts and also where it is safe to move around about when needed.

During your client’s treatment you should arrange their next appointment and discuss any homecare needed while they are sitting at your position. You should fill out your clinets notes with any treatments details and make sure you have checked-out through Timely properly and send your client a receipt. This can be done on the ipad at your position and you can take payment with the card machine here also. After you use any of this equipment you will need to clean with the disinfectant wipes, ready for the next person to use.

Once completed you can take a picture on the salon phone (this sends directly to our salon phone and I can then send a copy to you). This means I can use on social media straight away and also send our client’s copies and ask them to post and tag us.

If your client would like to leave you a tip in cash then you should show them your ‘tip pot’ instead of handling the money directly from them.

At this point your client can leave whilst passing the hand sanitising station and disposing of their mask.

When your client leaves, they will receive a follow up email asking for a review and encouraging them to rebook.

Remember that for your client this is all a new experience for them, as well as us, and may feel quite uneasy or nervous. We should do our best to comfort them and answer any questions they have. If at any time you are struggling with the questions, I will be happy to help.

**Client Journey Simplified**

* Appointment allocated
* Consult form sent straight away
* Zoom Consultation & Payment & Book Patch Test
* COVID Form sent 2/3 days before appointment
* Patch Test form filled on arrival if carried out
* Appointment using PPE and following protocols.
* Retail/Aftercare/Consultation for next appointment/Picture
* Follow up email

**The Stylists Journey**

I would ask that each member of staff is on the floor at least 15 minutes before their starting time. This will give us time to wash our hands (following hand washing guidance), put any of our belongings into the small plastic box provided and put in the back shop and to get ready for our clients. This means putting our face mask and visor on and sanitising any equipment. As explained in the last section we are expected to wear Face Visors throughout our full working day when working directly with your client. All PPE will be kept in one area and this is where you should apply yours before clients and when changing any between clients. Each morning our temperatures should be taken at the front door to make sure it is below 38C. If it is above this then you must leave immediately and let Emma know.

For the red phase we should only bring in what we really need for the day so that we can prevent contamination from outside (purse, phone and keys). This will all be kept in the small plastic box. We should remove our face shield and other PPE when leaving the salon for a break but I ask that you leave your mask on until outside.

All the cups, saucers, plates, knives and forks etc have to be removed. Anything that is brought into the salon (although this should be minimum items) should be taken home with you every night and NOT left in the salon. Hopefully this will only last for our ‘Red Phase’.

Before your first client arrives, you should have washed your hands thoroughly, made sure your position is ready for them arriving, including their care package, and have all necessary PPE on. Throughout the day you should be aware of the time and make sure you are not running behind as there will be no waiting area for your next client to wait at and will take away from their appointment. Whilst making up the timings I have done my best to make sure we have extra time where I think it might be needed.

Our pricing structure has had to change slightly which means some prices have increased. This is due to our suppliers increases, PPE charges, longer appointments (to protect clients and ourselves) and many more factors. Through your consultation, pricing should be a factor talked about now. I will have emailed all clients before their visit to inform them of new pricing. All appointments will have 15 minutes added to the end for cleaning. You should keep all your PPE on while cleaning your section down (this means every part of your position including the floor area). All of your equipment has to be placed in Barbicide for 15 minutes or wiped with the provided cleaning products. At this point you should remove your PPE other than your mask and dispose of it correctly.

Your uniform from the day should be washed at home on at least 60C before being worn again in the salon. No items should be worn again without washing including jeans.

Each member of staff has fill out the Time Sheet on the Consult app at the end of the week. This allows me to keep record of staff in the salon at any one time. This needs to be signed.

I want everyone to carry on with our relaxed, fun atmosphere in the salon but I know for the beginning this may be difficult as we are all learning. However, remember our clients are here because they trust we have put everything we can to protect them and are comfortable with us.

At the end of the day we will all have to factor in time to help clean the salon thoroughly, ready for the following day. At this point ALL of our belongings that were brought in with us should leave with us.

**Further Information**

If you require more information please feel free to contact me (Emma) at any time. You find the latest information and advice on [www.gov.uk](http://www.gov.uk) or [www.hse.gov.uk/coronavirus](http://www.hse.gov.uk/coronavirus).