



## **COVID-safe plan and adherence to 1.5-metre social distancing.**

These measures are intended to ensure that our team and clients have reduced risk of catching COVID-19. All existing rules, policies, procedures and regulations continue to apply.

### **Social Distancing**

Avoid shaking hands, giving hugs to clients and staff and do not touch our faces.

One person per 4 square metre and a maximum of 10 at any one time in the salon.

Maximise distance between staff if there is more than one person on duty at any time.

- **Waiting areas**

Removal of magazines and books provided for clients in waiting areas to reduce the potential for infection of clients. Seating in waiting areas to comply with social distancing.

- **Clients with future appointments**

Clients with future appointments who are diagnosed with COVID-19, are unwell, even with the mildest symptoms or any other diseases for that matter, must not attend appointments. We may ask them to rebook. The elderly and people with underlying health issues should be particularly cautious. We will get in touch with them in a few effective ways:

- Post a sign on the front door of our salon about appointment booking policies, expectations surrounding the illness and supply hand sanitiser at the entry.
- Update confirmed appointments and reminders via SMS with a short note on rescheduling appointments if they feel ill or unwell.
- Use social media and email to let clients know of the booking rules and procedures.
- Incorporate health questions to phone, personal and online bookings.

Ask them questions whenever they make a face to face, online booking or over the phone. Their responses will be saved on their appointment notes:

- Are you or a person in your household currently in self-isolation status
- Are you suffering from any cold or flu symptoms?
- Have you recently travelled to any of the countries with high concentration of COVID-19 cases in the last 14 days? For example, Japan, Italy, China, and France?

- **Records of attendance at salon for all staff, clients and contractors**

Note in calendar all salon attendees daily.

- **Provide useful information to our online booking tab in the website**

We aim to provide information about our booking policies online to protect staff and clients.

- **Staff travel policies**

Staff at the salon will be asked to only travel if necessary. If any staff need to travel, details of which countries they are going to will be requested. If they travel to a country badly hit by COVID-19, we will enforce self-quarantine for 14 days upon their arrival at home.

### **Enhanced hygiene measures in our salon:**

To slow down the spread of disease-causing germs in the salon:

1. Ask clients and visitors to use hand sanitizer provided upon arrival.
2. Strict handwashing in the salon. Staff members should wash their hands with alcohol-based hand soap to eliminate all viruses, especially in between clients to lessen risk of cross infection.
3. Always keep at least 1 metre distance between you and anyone coughing or sneezing, use the protective screen at reception and wear personal protective equipment when providing treatments to clients.
4. Always avoid touching your face; your nose, eyes, and mouth as these are vital entryways for the virus.
5. Practice good respiratory hygiene at all times, cover your mouth and nose using a bent elbow or a tissue whenever you feel like coughing or sneezing. Throw away soiled tissue paper immediately to prevent cross infection.
6. If any team member experiences fever, breathing difficulties, and coughing, stay at home and call for expert advice on the next things that you need to do for appropriate diagnosis and treatment protocol.

- **Disinfection**

Proper cleaning and disinfection with the right cleaning products is mandatory at all times, ie cleaning of equipment to countertops, treatment chairs, waiting and reception areas.

- **Stay Home and stay safe**

Keep the immune system strong, take Vitamin C, have adequate sleep and drink water to keep hydrated. If a client is diagnosed with COVID-19, they will not be penalized for cancelling appointments. Encourage download of COVID-safe app and flu vaccination.

- **Well-Stocked Salon**

We will have regular supplies of tissues, antibacterial soap, disinfectant and alcohol-based hand cleansers to promote healthy habits and a clean salon.

*(D.Reid, SmileLabs Central Coast 25/5/20)*