

Checklist for salons and close contact services

Must complete and implement full risk assessment in consultation with employees.	<input type="checkbox"/>
Physical Distancing and Signage	
Reconfigure the waiting area to preventing multiple entry and remove all reading material. Ensure that there is physical distancing between seats. Provide signage outside to inform customers that the waiting area is restricted.	<input type="checkbox"/>
Include markings to lay out spaces between chairs / treatment stations to allow for physical distancing. Tape can be used for this.	<input type="checkbox"/>
Physical distancing should be maintained at reception. Perspex screening should be installed at workstations including reception areas if possible – particularly if it is not possible to have 2m physical distancing.	<input type="checkbox"/>
Supervise to ensure physical distancing between staff and clients/customers.	<input type="checkbox"/>
Work shoulder to shoulder/back to back if 2m. distancing is not possible.	<input type="checkbox"/>
Use tape or paint for physical distancing on the floor to help people comply with physical distancing requirements, bearing in mind that some people may find these measures more difficult to adhere to than others e.g. those with sight loss, autism, learning disabilities, dementia, or other communication or mobility needs.	<input type="checkbox"/>
Signage should be used to communicate key health and safety messages eg the importance of good hygiene, maintaining physical distancing. Ensure that there are no unintended impacts on people with disabilities or caring responsibilities. Messages should be clear and easy to understand.	<input type="checkbox"/>
Consider using physical distancing floor markings for other common areas such as toilets, showers, locker rooms, smoking shelters and changing rooms and in any other areas where queues may typically form.	<input type="checkbox"/>
Adapting Services	
Put a sign up that confirms that bookings should be by appointment only and provide a telephone number or email address for customers to contact and encourage customers to arrive at the time of their scheduled appointment.	<input type="checkbox"/>
When staff escort clients/customers to treatment area/seat/room they should minimise contact.	<input type="checkbox"/>
Stagger the timings of appointments to minimise overlaps with clients so there is no unnecessary waiting on the premises.	<input type="checkbox"/>
Pre-treatment, you should provide advice and information to clients on what to expect on arrival at salon, contact details to re-arrange the appointment if they have symptoms or exhibiting signs of temperature or are feeling unwell or if any person in their household has the same or is self-isolating.	<input type="checkbox"/>

Hold any discussions with clients/customers regarding services or treatments prior to arrival.	<input type="checkbox"/>
Do not offer lotions or sample testers.	<input type="checkbox"/>
Retain customers details for 21 days, discuss this with customers and be prepared to share details for Test and Protect if they need to be contacted	<input type="checkbox"/>
Staff and Customer Safety	
<p>Seek confirmation from clients/customers that they are not exhibiting signs of Covid-19</p> <p>COVID-19 related screening questions to be asked of clients ahead of their appointment, include:</p> <ul style="list-style-type: none"> – Have you had the recent onset of a new continuous cough? – Do you have a high temperature? – Have you noticed a loss of, or change in, normal sense of taste or smell? 	<input type="checkbox"/>
During phone consultations or on web-sites request that clients wear a face covering for the service or treatment where possible.	<input type="checkbox"/>
All premises should ensure that steps are taken to avoid people needing to unduly raise their voices to each other. This includes, but is not limited to refraining from playing music or broadcasts that may encourage shouting including if played at a volume that makes normal conversation difficult.	<input type="checkbox"/>
Ensure services take place in well ventilated rooms	<input type="checkbox"/>
Rest areas should be for staff only.	<input type="checkbox"/>
Delivery arrangements should ensure no entry to property where possible.	<input type="checkbox"/>
Staff should wear a visor in addition to a face covering. Visors are recommended but face masks are mandatory. Customers are also required to wear a face covering.	<input type="checkbox"/>
<p>Specific consideration should be given to employees/operators working in the 'breathing zone' or 'high risk zone' of the customer? (The area near the eyes, nose or mouth of the customer).</p> <ul style="list-style-type: none"> • Minimise time being spent in the high-risk zone. If you are not able to minimise time in the high risk zone these treatments should not be offered. • Implement additional measures or procedures to mitigate against the heightened risk. 	<input type="checkbox"/>

Determine the safe number of staff and clients/customers that the business can accommodate, and keep these plans under review.	<input type="checkbox"/>
Decide what protective equipment is needed for both the 'employee/operator' and the client/customer based on specific services or treatments.	<input type="checkbox"/>
Water can be provided on request from clients but otherwise do not offer refreshments.	<input type="checkbox"/>
Customers should be encouraged to use contactless or cashless payment where possible.	<input type="checkbox"/>
If staff have to use touch-based security devices such as keypads to enter the business through controlled areas, you should either seek alternatives or implement cleaning and diversification arrangements.	<input type="checkbox"/>
Use signage and any other relevant communication tools to remind customers to maintain hygiene standards. i.e. hand washing and coughing etiquette.	<input type="checkbox"/>
Hygiene and Cleaning	
Determine how customers will access toilets, queues & usage controlled and how maximum toilet capacity been determined. This should be on a one in and one out basis and cleaning should be regular – see the Public and Customer Toilet Guidance for more information.	<input type="checkbox"/>
Ensure both staff and clients wash their hands regularly especially in relation to treatments where gloves cannot be worn for example aromatherapy and massage. Alcohol Based Hand Rub should be used regularly where hand washing cannot occur.	<input type="checkbox"/>
Encourage clients to use hand sanitiser or handwashing facilities as they enter the premises or before treatment	<input type="checkbox"/>
Thoroughly clean all surfaces that clients use before and after each service or treatment.	<input type="checkbox"/>
Ensure that staff undertake the cleaning of shops, changing rooms, shower rooms, equipment such as massage tables and sunbeds are undertaken to a high standard with disinfectant.	<input type="checkbox"/>
Encourage payments by card only, or contactless payment. If cash payments are necessary – request additional hand washing after handling cash.	<input type="checkbox"/>
All equipment used must be cleaned and/or sterilised prior to reuse with other clients/customers. Single use items will be used in such services or treatments such as a tattooing, cosmetic skin piercing or acupuncture.	<input type="checkbox"/>

Identify frequent hand contact touch points and make arrangements made to ensure they are disinfected regularly include all objects and surfaces that are touched regularly such as phones, card readers, door handles, handrails, mops & bucket handles, equipment, etc.	<input type="checkbox"/>
Ensure you are aware of details of commercial waste collection contractor and frequency, including clinical waste and sharps.	<input type="checkbox"/>
Work areas, staff rooms, canteens and equipment should be cleaned frequently between uses. A cleaning schedule should be designed and staff trained to implement the schedule.	<input type="checkbox"/>
Workspaces should be kept clear and all waste should be removed. All personal belongings must be removed from work areas at the end of a shift, i.e. water bottles, mugs, stationary etc.	<input type="checkbox"/>
Customer and Staff Support	
Provide written or verbal communication of the latest guidelines to both staff and customers inside and outside the store.	<input type="checkbox"/>
Take reasonable steps to ensure that people with disabilities are informed about new procedures, and are able to access facilities, i.e. handwashing facilities at wheelchair height, verbal direction for those unable to see floor markings or signage etc.	<input type="checkbox"/>