

Community Services - Environmental Health

COVID 19 – Re-Opening Guidance for Close Contact Services

The purpose of this guidance is to assist businesses by summarising the most relevant sources of advice and to provide a practical checklist of the main considerations that require to be taken into account prior to re-opening and/or operating a business providing close contact services. As an employer and operator of such a business, it is essential that you implement effective management arrangements prior to opening.

Close contact services include hairdressing, barbershops, beauty and nail bars, makeup and tattoo studios, tanning salons/booths, spas and wellness businesses, sports and massage therapy, well-being and holistic locations, dress fitters, tailors and fashion designers.

The following are links to the most relevant advice that been published to date from UK Govt, Scottish Govt, and the Health and Safety Executive (HSE)

- I. [Coronavirus \(COVID-19\): retail sector guidance](#)
Guidance for the retail sector, including **close contact services such as hairdressers and barbers**, which covers procedures for staff and customer safety and an operations checklist.
- II. [UK GOV Working safely during coronavirus \(COVID-19\) – Close Contact Services](#)
Guidance for people who provide close contact services, including hairdressers, barbers, beauticians, tattooists, sports and massage therapists, dress fitters, tailors and fashion designers.
- III. [Coronavirus \(COVID-19\): opening public and customer toilets](#)
Guidance on opening of public and customer toilets during the coronavirus pandemic
- IV. [Test & Protect – Template Posters](#)
Guidance for the Tourism and hospitality Sector includes template posters and information that can be displayed to inform customers about the requirement to gather basic contact details to support the Governments “Test & Protect” policy.
- V. [Working safely during the coronavirus \(COVID-19\) outbreak](#)
HSE have produced guidance to help you work safely (be COVID-secure) and manage the risk associated with running your business at this time.
- VI. [Covid 19 Risk Assessment](#)- Template
HSE have produced a useful template risk assessment that identifies main hazards associated with Covid 19. The template can be used as a basis for applying it to your particular business

IMPORTANT

A high risk zone is an area in front of the face where splashes and droplets from the nose and mouth may be present which can pose a hazard.

If treatment in the high risk zones cannot be carried out without the ability to be provided from the side of the face or behind the head, and therefore require prolonged periods in the highest risk zone then they should not be offering this service during this phase of the Scottish Government’s Route Map.

Further guidance is expected to be published by the Scot Govt and so should check for updates [here](#).

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Guidance on completing checklist

- Businesses providing close contact services **MUST** operate to the strictest hygiene standards due to the nature of the activities and to ensure the working environment is safe for both customers and staff. Please ensure that you have taken time to read the guidance detailed above prior to completing the checklist.
- It is important that you consider all aspects of the above guidance when planning and organising your business activities. Suitable arrangements based upon the size of your premises, the activity being undertaken, and maximum occupancy levels should be effectively implemented.
- Is important that you regularly review your safety arrangements to take into account the Covid-19 guidance, particularly in respect of physical distancing; cleaning/disinfection procedures; activity being provided; the provision of PPE and training of staff. Guidance is regularly being updated and so it is important to to conduct a review of arrangements to ensure they reflect current guidance.
- The following checklist should not be regarded as an exhaustive list. The checklist is simply intended to assist you in ensuring that you have considered all the main aspects of the guidance and have taken appropriate steps to ensure the safety of all those utilising your services.

Checklist

| Risk Assessment | |
|-----------------|--|
| 1. | Have you completed a risk assessment (RA) focussing on Covid 19 for re-opening and operating? |
| 3. | Do you have evidence of RA consultation, sharing and discussion with all 'employees'? Have 'employees' been involved in the risk assessment process? |
| 4. | Do you see Risk Assessments changing after you open? <i>We would expect businesses to ensure that dynamic risk assessments and management process is employed to ensure arrangements can evolve and adapt to operate effectively in line with current guidance.</i> |
| 5. | Have you considered a form of 'fitness to return to work' assessment for 'employees' prior to return? <i>Further information is contained in schedule to this checklist.</i> |

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| Physical Distancing | |
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| 6. | <p>What measures have you considered and implemented to ensure physical distancing within your premises?</p> <ul style="list-style-type: none"> • Limit number of customers into premises – appointments only. • Waiting area closed off in order to prevent multiple entry to your premises • Removal of all reading material • Markings to lay out spaces between chairs / treatment stations/public spaces to allow for physical distancing. • 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. • Signage be displayed to communicate key health and safety messages eg the importance of good hygiene, maintaining physical distancing. Messages should be clear and easy to understand. • Reception/Cashier stations/service desks. Physical distancing should be maintained. Perspex screening should be installed at workstations including reception areas if possible – particularly if it is not possible to have 2m physical distancing. • Supervision to ensure physical distancing re clients/customers • Escorting of Clients/Customers to treatment area/seat/room to minimise contact • The layout of the work area for staff should consider <ol style="list-style-type: none"> a) Staff shifts/rotation b) Working shoulder to shoulder/back to back if 2m distance not possible. c) Rest areas (staff only) d) Delivery arrangements to the premises. |
| 7. | <p>Has there been specific consideration been given to employees/operators working in the high risk zone (area in front of the face where splashes and droplets from the nose and mouth may be present which can pose a hazard).</p> <p>If treatment in the high risk zones cannot be carried out without the ability to be provided from the side of the face or behind the head, and therefore require prolonged periods in the highest risk zone then they should not be offered in in this phase of the Scottish Government’s Route Map.</p> |

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| 8. | Have you determined the safe number of 'employee's the workplace can accommodate? (please explain reasoning) |
| 9. | Have you determined the safe number of clients/customers that the business can accommodate, and do you have plans to keep this under review ensuring physical distancing between stations (i.e. either 2 metre distance or screening.) |
| 10. | Have you considered the timings of appointments and the avoidance of overlaps with clients so there is no undue waiting on the premises? |
| 11. | Have you considered how customers will access toilets? Are queues & usage controlled and has maximum toilet capacity been determined? For example, one in and one out etc. |
| 12. | Are you staggering working times/meal & break times to ensure arrival and departures times for staff and clients to reduce congestion? b) Use a consistent pairing or grouping system where 'employees' work on shifts together. (please provide details) (test and protect implications to be discussed). |
| 13 | Are you using a consistent pairing or grouping system where 'employees' work on shifts together? Such arrangements reduce the Test and Protect implications in event of a +ve contact. |
| 14. | Have you identified high risk areas such as pinch-points like entrances, stairs, toilets, staff changing areas, designated external smoking areas, where close physical contact is likely (i.e physical distancing not possible) and/or obstructions force close physical contact? Have you put in measures to reduce the risk? e.g. one-way system + cleaning regime |
| 15. | What protective equipment has been considered for both the 'employee/operator' and the client/customer based on specific treatments? |
| | Customers/Clients |
| 16. | What pre-checks are undertaken on clients/customers? (<i>You should seeking confirmation from clients/customers that they are not exhibiting signs of Covid-19</i>) |
| 17. | You should provide pre-treatment advice/information to clients/customers so they know what to expect on arrival at salon and give them contact details to re-arrange the appointment if they have symptoms or exhibiting signs of temperature or are felling unwell or if any person in their household has the same or is self-isolating. |
| 18. | Consider the method of payment at reception. Clients/Customers should be encouraged to make payment by card only, or contactless payment. If cash payments are necessary – request additional hand washing. |
| 19. | You should consider which services and/or treatments will your business be offering? You may wish to restrict the range of services that would normally be on offer. |

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| 20. | Are discussions held with clients/customers regarding treatments prior to arrival and remote consultation on treatment/designs? |
| Enhanced Hygiene Measures, Protective Equipment and Waste Disposal | |
| 21. | Has a cleaning schedule been designed, and staff trained to implement the schedule? Workstations, staff rooms, canteens, equipment, should be cleaned and sanitised frequently between uses. All equipment used should be cleaned and/or sterilised prior to reuse with other clients/customers. Single use items must be used in such treatments such a tattooing, cosmetic skin piercing or acupuncture. |
| 22. | Have frequent hand contact touch points been identified and arrangements made to ensure they are disinfected regularly including all objects and surfaces that are touched regularly such as phones, card readers, door handles, handrails, mops & bucket handles, equipment, etc.? Adequate disposal arrangements should be made available for any additional waste created. |
| 23. | Will refreshments be offered to clients/customers i.e. coffees/teas, and will this be in disposable cups? It is recommended that there is no provision of foods/refreshments. |
| 24. | Has a cleaning and disinfection procedure been devised for toilets to ensure they are always kept clean. |
| 25. | Consider how many wash hand basins with hot & cold-water supplies are available on your premises for employee and customer use? (Recognising that shampooing stations can be used as hand wash basins if soap available) |
| 26. | Has a supply of hand sanitiser for employees and customers been provided for use when handwashing is not practical? (please provide details) |
| 27. | What type of PPE are available to employees? (face coverings/masks, visors, aprons, gloves?). |
| 28. | Have you considered what processes are to be followed for washing of laundry including towels? |
| Test and Protect | |
| 29. | Have you taken steps to obtain and record your customer details as part of the Scottish Government "Test & Protect" policy. Client information must be held for 4 weeks. |
| 30. | Have you information displayed on your website and/or premises advising customers that they will be asked to provide basic contact details? |

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SCHEDULE : - Return to Work Fitness Assessment - Questionnaire

1. Have you been diagnosed with confirmed or suspected COVID-19 infection in the last 14 days?
2. Do you have symptoms of coronavirus now or in the past 14 days?

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

3. Are you a close contact of a person who is a confirmed or suspected case of COVID-19 in the past 14 days i.e. less than 2 metres for more than 15 minutes in one day?
4. Have you been advised by to self-isolate at this time?
5. Please provide details of any other circumstances relating to COVID-19, not included in the above, which may need to be considered to allow your safe return to work.

The latest information and advice regarding Covid-19 can be accessed at:
<https://www.nhs.uk/conditions/coronavirus-covid-19/>