

Reopening Close Contact Services

Close Contact Service providers for the purposes of Covid-Secure guidance include; hairdressers, barbers, beauticians, tattooists, sports and massage therapists, dress fitters, tailors and fashion designers.

What do I need to do?

The Government have released COVID-secure guidelines for specific business settings, which you need to follow to ensure your business is COVID-19 safe. As an employer you have a legal responsibility to protect your workers from risk to their health and safety.

It is important you do an up to date risk assessment for your premises against the relevant COVID-19 secure guidelines set out by the government.

Further attention should be paid to the '8 Priority Actions' for all businesses and the '5 further actions' specific to Close Contact settings to ensure staff and visitors remain safe.

Full details can found here - <https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19/close-contact-services>

8-Priority Actions

(Use as checklist) when preparing to re-open at STEP 2:

- Complete a COVID-19 risk assessment
- Clean more often.
- Remind your customers and staff to wear face coverings in any indoor space or where required to do so by law.
- Make sure everyone is social distancing.
- Provide adequate ventilation.
- Take part in NHS Test and Trace by keeping a record of all your customers, visitors and staff for 21 days. This is a legal requirement.
- Turn people with coronavirus symptoms away.
- Consider the mental health and wellbeing aspects of coronavirus

Close Contact Specific Actions

- Wear a visor and mask. Practitioners are advised to wear both a clear visor or goggles and a Type II facemask
- Keep clients apart.
- Help your staff maintain social distancing. Consider using barriers between workstations, introduce back-to-back or side-to-side working.
- Communicate and train.

- Keep music and other background noise to a minimum to prevent people from speaking loudly or shouting.

Staff returning to work

It has been recommended that businesses should carry out a return to work conversation with staff to ensure they feel safe to work.

Training where possible should be given so that all staff understand the new risks, the importance of social distancing, how to use PPE and Covid-19 protection equipment correctly and how vital hand washing and surface disinfection is.

Staff should not be coming into work if they have any of the COVID-19 symptoms or a high temperature and should stay at home for 7 days.

If you do not keep rota's or other records of staff attendance, they will need to complete and provide details as per the Track and Trace system being used for any customer/visitors. Track and Trace is not just for customers.

Staff protection

Connect with your staff before re-opening to go over the staff handbook and all new cleaning procedures. Staff should ensure they are representing the business correctly and follow all Government guidelines. Staff should be leading by example and taking all the correct precautions and customers will follow.

Staff should be:

- Wearing gloves and masks
- Using screens or barriers to separate clients, and to separate practitioners from clients
- Maintaining sufficient spacing between customer chairs
- Increase the frequency of hand washing and surface cleaning, as well as regularly cleaning equipment
- Avoid skin to skin contact and wearing gloves where it is not crucial to the services, such as in nail and tanning salons
- Making sure there is a limited and fixed number of staff who work together

Booking systems

Please operate an appointment-only booking system where possible, to minimise the number of people on the premises at once and to avoid queues outside on the high street.

Face coverings

Staff must wear a face mask when working and customers must wear a face mask when inside of your premises. Anyone with a medical condition is exempt.

When disposing of face masks or PPE please do not dispose of them in the recycling bin, they need to be disposed of in a waste bin. As a business you need to make

sure you provide extra bins for staff and customers to dispose of any face mask coverings or PPE.

NHS Track and Trace

You should be keeping a temporary record of customers for 21 days, in a way that is manageable for your business and assist the NHS Test and Trace. Many businesses who are taking bookings will have records of their customers.

Every customer or visitor ages 16 and over must check in to your venue or provide their contact details. This can no longer be done as a nominated contact covering a group, every individual must do their own. Individuals can check in quickly and easily using the NHS COVID-19 app to scan in the NHS QR code poster.

Remember that the collection and storage of these details must be within GDPR guidelines. You can find out more information on how to do this here - <https://ico.org.uk/global/data-protection-and-coronavirus-information-hub/customer-logs-protecting-customer-and-visitor-details/>