

CORONAVIRUS: A-Z OF SAFETY AND GUIDELINES



#PREMIERPOSITIVITY

If you are looking for ways to improve your practices, browse through our A-Z of COVID-19 health and safety ideas below:

Appointment times. Stagger these where possible to abide by social distancing. Remember to extend each appointment to allow extra time for cleaning.

Contactless payments. Avoid taking cash. Instead, choose contactless payments to help reduce touchpoints in the salon.

Education. Train staff on their new roles and responsibilities regarding cleaning, hygiene and caring for clients' needs in a safe manner.

Greeting. Remind staff to be even more exuberant with their greeting to ensure clients feel comfortable and welcome.

Isolation. Remind staff and clients to self-isolate if they have symptoms. You can also use marketing to alert clients if a staff member becomes ill.

Keep belongings with you. Clients should be encouraged to keep items to a minimum to avoid any additional touchpoints.

Magazines. Temporarily remove magazines from your salon to avoid extra touchpoints. Are there other places where you could apply the same rule?

Open a door. This will not only help with ventilation but will also reduce any further contributions to touchpoints.

Questionnaires. Ask clients to complete a medical questionnaire before arrival. Don't forget to add questions relating to COVID-19.

Sanitise and sterilise. Ensure staff know the difference. Make sure tools and surfaces are cleaned down before and after appointments.

Unavoidable cancellations. Should your client have to cancel due to COVID-19, you should have a clear policy on refunds and rescheduling.

Windows. Keep fresh air circulating by opening a window.

Your responsibility. Remind clients it is their responsibility to not attend the salon if they are feeling unwell. It is your responsibility to refuse entry or treatment to anyone feeling unwell.

Booking. This should be essential. Prohibiting walk-ins will help to avoid crowding at reception. Remember to communicate your new opening hours with clients.

Disposable. Look around. Are there any items, such as gowns or towels, that you can swap for disposable versions in the short-term?

Flexible. Try to remain flexible and understanding of your clients' needs. After all, this is a stressful period for everyone.

Hand sanitiser stations. These should be placed at convenient spots around the salon, such as the entrance and work stations.

Jobs. Outline a cleaning rota and allocate staff with an area they are responsible for. Clean upon opening, closing, and after each appointment.

Limited menu. You should review your services and outline which are suitable to offer and which should wait until restrictions are lifted.

Notices. Place notices around your salon regarding what is expected from your clients during their visit. This should include additional hygiene practices.

PPE. Don't forget to order in the relevant PPE to protect both your staff and clients.

Rota. Talk to your staff to find out who needs to return to work first. Then set up a staff rota to enable extended opening hours and limit crossover.

Testers. Temporarily remove testers from your retail station. Instead offer individually packaged samples where possible.

Virtual consultations. You should encourage staff to carry out consultations prior to arrival using a video conferencing tool such as Zoom.

Xmarks the spot. Use floor markers where necessary. Reorganise seating and styling stations to help abide by social distancing.

Zero tolerance. As you will be running a zero tolerance rule for those who do not abide by your measures, set this out in advance.

This document is a guide, not an exhaustive list of requirements. Please visit the government website for further details.