

Coronavirus (COVID-19) Infection Prevention & Control Policy For

Jill Yvette's Holistic Beauty Ltd
Opening Saturday 1st August 2020 Yorkshire day
Opening hours: Thursdays and Fridays 9.30 to 6pm. Saturday 9.30 to 1pm

All of us have been affected by the Coronavirus (COVID-19) pandemic in different ways. I am sending you this policy to reassure you guidelines are followed and surpassed creating as much as possible, a safe environment for everyone.

I look forward to seeing you again and sharing the new refurbished look.

During the time Jill Yvette's has been closed, I have completed the 'Guild of Beauty Therapists' accredited (COVID-19) Infection Prevention and Control course - and consequently made a Covid-19 friendly refurbishment, and altered treatment techniques

Important information Summary

- **There will be a Pre-screening telephone call prior to appointments. Prepayments / product reservations can be made at this point to create a cashless zone where possible on the day**
- **Please cancel your appointment ASAP if you are feeling unwell**
- **I am very sorry, but due to current regulations if you were told to shield yourself by letter from the government or your GP, then unfortunately you will not be able to book appointments until further notice. Please let me know if this is you so I can keep you updated.**
- **If you were classed in the over 70's vulnerable group you can attend if feeling well**
- **If you were classed as in a vulnerable group e.g. health issues etc then a letter may sometimes be required from your GP confirming it is safe for you to attend**
- **A patch test must be completed by everyone wanting tinting of lashes or brows**
- **On reopening, all clients will be given a free 30 minute no obligation:
'WELCOME BACK CONSULTATION' USING MY: '6 PROFESSIONAL PROMISES'
to plan and assess treatments, needs, programmes, changes, safety and variations you may prefer. Your treatment will be adjusted accordingly**
 - **A video of your expected experience on arrival and photographs of the new Covid friendly refurbishment is available on the website www.jillyvettes.co.uk**
- **Initially the minimum treatment time is one hour, including your 30 minute "Welcome back orientation Consultation' plus any patch tests**
- **You will be provided with appropriate PPE on arrival**
- **All treatments around the nose/ mouth (breathing zone) are under government guidance and the rules fluctuate daily. Consequently some face Electrolysis, Epil 2000 and waxing are still awaiting advice. Feel free to call / check the website www.jillyvettes.co.uk for the latest update**
- **Eye area treatments are permitted as both of us can wear masks / visor. Facials can be enjoyed with slight adjustments**

Booking Appointments

Prior to you attending you will receive a screening telephone call to confirm it is safe for you to attend, and this declaration will be signed by you on your arrival. During this call it would be appreciated if pre-payment for appointments can be made by card or bank transfer, and include any favourite products reserved ready for collection. (I appreciate there may be further purchases / tweaks on the day which is fine). This helps towards a cashless payments zone where possible.

If I feel ill or have symptoms of COVID-19, I will self-isolate immediately and cancel appointments, and contact clients attended in last 7 days. This may mean that I have to cancel your appointment at short notice. I appreciate that this may be inconvenient, but it is done entirely for your own safety. If your appointment is cancelled you will be able to re-book again or ask for a full refund / voucher if you have prepaid.

If you or any of the people you live with feel ill or display any symptoms of COVID-19 – please advise me as soon as possible and **DO NOT COME TO THE SALON FOR YOUR APPOINTMENT.** I have amended my booking terms and conditions and you will not be charged for any appointments you miss due to illness or self isolation.

Where possible you will be asked to book appointments by telephone, text or email.

Visiting the premises

On parking up **PLEASE DO NOT COME STRAIGHT IN**

Telephone me on your mobile that you have arrived to allow me to provide you with an open outside gate and door invitation.

ONLY ONE CLIENT WILL BE ALLOWED ON THE PREMISES AT A TIME.

Coats and bags should be left in the car.

You will be provided with essential appropriate pre-packed PPE (mask etc) to use during your visit to protect both of us, creating a more relaxed treatment.

You will have access to soap and hot water to wash your hands with as soon as you enter the premises. I have non-touch foaming automatic dispensers of hand sanitizer / soap available whilst you visit. Your temperature will be checked with a non-touch electronic thermometer.

For your safety and to maintain social distancing, I ask that you attend your appointments as close to the appointment time as possible. Please do not turn up early for appointments as this may mean that you come into contact with other clients who are just leaving. Or, when a full cleaning sanitization is taking place between clients, (ensuring common surfaces, toilets, door handles are cleaned, including laundry, treatment couch, consultation sofa, treatment room, equipment, trolleys, touch points etc. and a new full fresh linen replacement per client).

All tools and equipment will be disinfected / sterilised in line with the specific manufacturers' instructions for your safety

Wherever possible during treatments I will utilise environmentally friendly, single use items that will be disposed of safely after use in order to protect you from cross-infection.

**On your first visit you will be invited for a
Free 30 minute no obligation**

'Welcome Back Consultation'

Please see my new:

'6 Professional Promises'

Please do not be surprised or upset if I use Personal Protective Equipment (PPE) during your visit/treatment. This may include disposable gloves / facemasks / aprons / visors etc where appropriate. I can confirm that the laundering of salon towels and uniforms is a priority and assure you that all salon laundry is washed to industry standards for thermal disinfection or above to

prevent any cross infection and viruses. All disposable items are bagged and safely removed from the treatment area between each client

Your treatment

Following guidelines I have carried out a thorough risk assessment on all treatments and confident that I can continue to provide them as safely as possible. Certain treatments may not be provided yet until further notice. Some may be adjusted. Please request a current updated list of treatments for your enjoyment.

During your treatment

Hand hygiene is important - and I will ensure that I wash my hands and wear gloves before the start of your treatment.

Allowed drinks i.e. only filtered water will be available (in disposable cups or bottles) after treatments

I will strive to make your treatment as safe, comfortable and enjoyable as possible. If you have any concerns or suggestions about your treatments please let me know and I will do what I can to help you.

After the treatment

As a cashless zone where possible a prepay, block-book, favourite product reserve routine will be encouraged during pre screen phone call. However, products will still be available with assistance on the day.

In line with GDPR rules, and 'Track and Trace,' your contact details may be shared safely, and appropriately when needed.

Environment and what you can expect

You will notice there have been some refurbishment changes, and also in the ways of working when you next attend. Product Testers have been put away (and only accessed with assistance). Treatments available may have changed. Displays are now behind glass. Leaflets removed from display. Newsletters will be by email when possible

The toilet is available with seat cleaner wipes, non-touch soap dispenser, paper towels new flooring etc. but please take steps to minimise your need to use the loo.

All seats / couches / sofa have been covered in an easy clean protective cover. Notices encouraging distancing and personal hygiene will be on display. A window will be open allowing fresh air ventilation. Quiet music will be played during treatments. Any displays/ promotions / news will be in easy clean glass frames. Hand sanitizer PPE stations available

Training and workshops will not be available.

The seated waiting area outside will not be available in the Buddha garden

Thank you for your understanding.

Jill Yvette

Date 21.7.20