

Coronavirus (COVID-19) Infection Prevention & Control Policy

For

Ellrose Holistic Therapies

6th June 2020

Every one of us has been affected by the coronavirus (COVID-19) pandemic.

I have missed being able to offer you treatments, and I am looking forward to seeing you again as soon as possible after the lockdown has been lifted and it has been deemed safe for me to work.

My priority is to keep you as safe as possible, and prior to re-opening my business I have implemented a number of changes in line with the government guidelines which I would like to make you aware of. During the time Ellrose Holistic Therapies has been shut, I have completed the COVID-19 Awareness course. I have since made a number of changes in the way that I operate which you will notice when you next visit.

Booking Appointments

If I feel ill or have symptoms of COVID-19, I will self-isolate immediately and not come in to work. 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 or any of the people you live with feel ill or display any symptoms of COVID-19 – please advise us as soon as possible and **DO NOT COME TO THE SALON/THERAPY CENTRE FOR YOUR APPOINTMENT**. I have amended my booking terms and conditions and you will not be charged for any appointments which you miss due to illness/ other.

Visiting our business

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.

I have increased the frequency of cleaning within the treatment room, including making sure that common surfaces, toilets door handles etc. are wiped clean using disinfectant products between each client.

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

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

You will have hand sanitiser available for you to use when you come into the building.

I will understand and not be offended if you wish to wear PPE such as facemask or wear disposable gloves when you visit the salon/therapy centre and during your treatment, if this is appropriate.

Please don't be surprised or upset if I use personal protective equipment (PPE) during your visit and during your treatment. This may include disposable gloves / facemasks / aprons where appropriate.

I can confirm that the laundering of towels and uniforms is a priority and I can assure you that all laundry is washed at 60°C

All disposable items are bagged and safely removed from the treatment area between each client.

My treatments

I have carried out a risk assessment on all treatments and I am confident that I can continue to provide these safely.

During your treatment

I understand the importance of hand hygiene and we will ensure that I wash my hands in accordance with NHS recommendations before the start of your treatment.

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

After the treatment

In order to avoid handling of cash, I would prefer if you could pay for your treatment by card or in advance using bank transfer.

All of these procedures have been implemented for your safety and mine. I will continue to take advice from the Government and the NHS regarding safe practice and will amend them as necessary.

Thank you for your understanding.

Phillippa