

Close Contact Services Checklist

Please note that this document is up to date as of the date shown in the title; please also regularly check your relevant government sector guide and the recent and upcoming changes web page.

All businesses are required to put in controls to prevent the transmission of Covid-19 on their premises by following the government guidance. Failure to do so can result in fines for business owners, if you are unsure on how to implement these controls in your business or have any questions on the below guidance, please contact your local Environmental Health team at your local council for advice.

| | | | |
|--------------------------|--------------|----------------|--------------|
| Business Name & Address: | | | Date: |
| Contact Officer: | Officer Tel: | Officer email: | Review Date: |

Please complete the table below. Two examples are given to help you. Further information is available at: <https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19/close-contact-services>

| Do all of the following things wherever possible | Done | Not Applicable | Give further details of how you do this What else needs to be done? |
|---|------|----------------|--|
| Examples: | | | |
| <i>Set a limit on the number of people allowed into your shop at the same time</i> | ✓ | | <i>4 at a time</i> |
| <i>Decide which member(s) of staff are going to control the door and how they will do this</i> | ✓ | | <i>Designated person on the door – either Sam or Vicky.</i> |
| Keeping Clients and Visitors Safe | | | |
| - Calculate the maximum number of clients that can reasonably follow social distancing guidelines in the premises (2m where possible) and limit the number of appointments at any one time. | | | |
| - Operate an appointment only system and ensure these are staggered to reduce overlap and unplanned gatherings. | | | |
| - Decide which member(s) of staff are going to take appointments to ensure the maximum number of clients is not exceeded. Take part in NHS Test and Trace by keeping a record of all your customers for 21 days. From 18 September 2020, this became law. Some exemptions apply. Businesses will need to display the official NHS QR code posters so that customers can 'check-in' at different premises using this option as an alternative to providing their contact details Check ' <u>Maintaining records of staff, customers and visitors to support NHS Test and Trace</u> ' for details | | | |

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| All collected data, must comply with the General Data Protection Regulation (GDPR) and should not be kept for longer than is necessary. | | | |
| <p>- Ask clients COVID-19 related screening questions ahead of appointments:</p> <ul style="list-style-type: none"> • Have you had the recent onset of a new continuous cough? • Do you have a high temperature? • Have you noticed a loss of, or change in, normal sense of taste or smell? | | | |
| -Confirm COVID -19 related symptoms have not occurred the day before or on the day of the appointment if possible | | | |
| - Make clients aware of, and ensure compliance with, limits on gatherings at the time of booking. | | | |
| <p>- Put up social distancing posters throughout the premises and ensure these are clearly visible.</p> <p>- Consider the particular needs of clients with protected characteristics e.g. those with hearing or visual impairments.</p> <p>-Provide clear guidance on expected behaviours from the client.</p> | | | |
| <p>- Make as much space as possible for social distancing in client waiting areas – Use tape on the floor to mark out 2 metre spacing.</p> <p>If this cannot be maintained consider moving to a 'one-in-one-out' policy.</p> | | | |
| Remove any unnecessary furniture or magazines etc. | | | |
| Ensure clients keep their belongings with them at all times | | | |
| <p>- Provide hand washing facilities and encourage usage when entering your premises</p> <p>Provide sanitiser for clients and ensure usage when entering your premises.</p> <ul style="list-style-type: none"> • Put up a sign (at your cleaning station if you have one) to ask people to sanitise their hands when they enter the premises. • Ensure your hand sanitiser is minimum alcohol content of 70+% | | | |
| <p>- Where 2 metres between clients cannot be observed, screens must be installed between clients. Consider the size and layout of your premises. If space is limited, screens would allow you to keep all treatment chairs usable.</p> | | | |

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| <ul style="list-style-type: none"> - Review working practices to minimise the duration of contact with clients. - Where extended treatments are undertaken, such as braiding, massages consider how the length of the appointment could be minimised. - Consider providing shorter, more basic treatments to keep the time to a minimum, or offer alternative treatments including tutorials. - Minimise contact between different workers whilst serving a client. | | | |
| <ul style="list-style-type: none"> - Adjust how people move through the premises to reduce congestion and contact between clients, for example, a one-way flow. - Mark out the floor with arrows to show people which way to walk. | | | |
| <ul style="list-style-type: none"> - Ensure any changes to entrances, exits and queue management take into account reasonable adjustments for those who need them, including disabled clients e.g. maintaining pedestrian and parking access for disabled clients. | | | |
| <p>Ensure your fire risk assessment is reviewed where changes to layout may affect access/egress routes</p> | | | |
| <ul style="list-style-type: none"> - Consider your opening times. - You may only want to operate at reduced hours initially. | | | |
| Personal Protective Equipment (PPE) | | | |
| <p>When providing close contact services where it is not possible to maintain social distancing guidelines, personal protective equipment in the form of a clear visor or goggles and a Type II Face Mask will be required to mitigate the risk. (Type II face masks are medical face masks made up of a protective 3-ply construction that prevents large particles from reaching the client or working surfaces)</p> <p>visors should cover the forehead, extends below the chin, and wraps around the side of the face.</p> <ul style="list-style-type: none"> - Re-usable visors must be cleaned and sanitised regularly using normal cleaning products. <p>Goggles provide eye protection to the wearer. To be worn in place of a clear visor, goggles must be close fitting with no obvious openings or vents that would otherwise allow droplets to enter the eyes. Reusable eye protection should be cleaned according to the manufacturer's instructions.</p> <p>Clients must wear face coverings whilst in the premises. These can be removed temporarily for work to the mask area of the face/ears, however</p> | | | |

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| they should be replaced at the earliest opportunity. Businesses must remind people to wear face coverings where mandated – via a poster/signage for example | | | |
| - Consider the installation of a screen for practitioners working with clients' hands (e.g. nail bars) | | | |
| - Unless crucial for the treatment, avoid skin to skin contact and use gloves where possible. These must be changed after each client. | | | |

| Client Toilets (if provided) | | | |
|---|--|--|--|
| <p>- Decide how you are going to clean toilet facilities for clients:</p> <ul style="list-style-type: none"> • Hand sanitiser should be made available on entry to toilets, where safe and practical. • Provide suitable handwashing facilities which include running water and liquid soap, in addition to suitable options for drying hands i.e. disposable paper towels or hand driers • Establish a system for cleaning the toilets – focus on hand contact points. This should include who cleans them, when and how. • Keep the facilities well ventilated e.g. open windows and doors, where appropriate. • Ensure you have the correct cleaning products and instruct staff/customers on how to use them. • Consider providing more waste facilities due to the increased usage of paper towels. <p>** Please see the section at the end on cleaning for further information.</p> | | | |
| - Consider the use of social distancing marking in areas where queues normally form, and the adoption of a limited entry approach, with one in, one out. | | | |

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|---|------|----------------|--|
| Moving around Salons, Premises and Other People' Homes | | | |
| - Where 2 meters between clients cannot be observed, screens must be installed between clients. Consider the size and layout of your premises. If space | | | |

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| is limited, screens would allow you to keep all treatment chairs usable. (This will not be required between the practitioner and client as the practitioner is wearing a visor and type II mask) | | | |
| - Install screens to protect workers in receptions or similar areas. | | | |
| - Provide floor markings and signage to remind both workers and clients to maintain social distancing wherever possible. | | | |
| - Minimise how frequently equipment is shared between workers, frequently clean between uses and assign to an individual where possible. | | | |
| - Ask customers to use contactless payment instead of using cash. | | | |
| - Every time you take cash payments, you must wash your hands afterwards. | | | |
| - Any home visits should be carried out in accordance with government guidance for 'working in other people's homes' and only the client should be present in the same room for appointments in the home. | | | |
| Handwashing | | | |
| - Staff must wash their hands regularly throughout the day with soap and hot water for at least 20 seconds and dry with a disposable paper towel. - Ensure you have a wash hand basin with hot & cold water, soap and disposable paper towels | | | |
| - Adopt good handwashing techniques and increase handwashing in between appointments. - For mobile operators, in the absence of handwashing facilities, you must use hand sanitiser. | | | |
| - Provide hand sanitiser in multiple locations within the premises in addition to washrooms. - Clients MUST either wash their hands or use sanitiser. | | | |
| Decide when staff are going to wash their hands e.g.: <ul style="list-style-type: none"> • before opening up • after handling money • before & after a client • before & after handling products or equipment • before and after breaks • every 30 minutes | | | |
| How will you tell staff to wash their hands e.g. training, reminders, posters, timers on watches etc.? | | | |

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|--|------|------------------------|--|
| Cleaning | | | |
| - Space appointments to allow for frequent cleaning of work areas and equipment between uses. | | | |
| <ul style="list-style-type: none"> - Identify and regularly clean (at least every 2 hours or more frequently depending on the number of appointments) all the things frequently touched e.g. telephones, the till, debit card PIN pads, door handles, client toilets, all bowls, handles, hoses, spray nozzles and shampoo chairs, treatment beds/chairs, workstations, staff handheld devices, staff amenity/changing room touch points, staff toilets, items provided for staff to use such as kettles and microwaves. - Make sure there are adequate disposal arrangements for cleaning products. - High use areas and items need to be cleaned more frequently. | | | |
| - Maintain good ventilation in the work environment, for example keeping windows and/or doors open. | | | |
| - Sanitise any reusable equipment, including client chairs, treatment beds, and equipment, such as scissors used after each appointment, and at the start and end of shifts. | | | |
| - Enhance cleaning for busy areas and set out clear use and cleaning guidance for toilets to ensure they are kept clean and social distancing is achieved as much as possible. | | | |
| Use disposable coverings for treatment beds for each client. | | | |
| - Use disposable gowns for each client. Where this is not possible, use separate gowns (and towels in the normal way) for each client, wash between uses and dispose appropriately as required. | | | |
| - Encourage staff not to wear their uniforms at home or to and from the workplace, to change uniforms on a daily basis and to wash immediately after use. | | | |
| - Make sure your premises is tidy and easy to clean e.g. keep surfaces clear, floors clear of products, unused shelving removed. | | | |
| - Where fitting rooms are essential, for example during photoshoots or fashion shows, they should be cleaned very frequently, typically between each use. | | | |
| <ul style="list-style-type: none"> - Ensure you have the correct cleaning products and instruct staff/customers on how to use them. - Use a cleaning schedule to help you. | | | |
| ** Please see the section at the end on cleaning for further information. | | | |

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| Handling goods, Merchandise, Deliveries and other Materials | | | |
| <ul style="list-style-type: none"> - Encourage increased handwashing and introduce more handwashing facilities for workers and clients or providing hand sanitiser where this is not practical. - Implement enhanced handling procedures of laundry to prevent potential contamination of surrounding surfaces, to prevent raising dust or dispersing the virus. - Regularly clean equipment that employees may bring from or take home. Cleaning should also take place before and following client use. - Ensure that equipment entering a person's home is thoroughly cleaned before use and between clients, with usual cleaning products. - Minimise person-to-person contact when accepting deliveries by creating pick-up and drop-off collection points for deliveries entering the premises. Additionally schedule deliveries for outside of client appointment times. | | | |

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| Social Distancing for Staff | | | |
| <ul style="list-style-type: none"> - Staff should be encouraged to: <ul style="list-style-type: none"> • Increase the frequency of handwashing and cleaning. • Keep activity times with clients as short as possible. • Use back-to-back or side-to-side working (rather than face to-face) whenever possible. • Operate a consistent pairing system if workers have to be in close proximity. • Workstations should be assigned to an individual as much as possible. If they need to be shared, they should be shared by the smallest possible number of people. • Minimise how frequently equipment is shared between workers, frequently cleaning between uses and assigning to an individual where possible. • Use disposable items where possible e.g. nail files and ensure non-disposable items are cleaned between clients. | | | |
| Looking after your staff | | | |
| <ul style="list-style-type: none"> - At the start of every shift ensure that staff are fit and well for work. | | | |

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| <ul style="list-style-type: none"> - Check that your staff should be at work e.g. not over 70, no underlying health conditions, not vulnerable etc. | | | |
| <ul style="list-style-type: none"> - You must take into account specific duties to those with protected characteristics e.g. expectant mothers. - Consider whether you need to put in place any particular measures or adjustments to take account of your duties under the equalities legislation and make reasonable adjustments to avoid disabled workers being put at a disadvantage. <p>*(Ensure that the steps you take do not have an unjustifiable negative impact on some groups compared to others, for example those with caring responsibilities or those with religious commitments)*</p> | | | |
| <ul style="list-style-type: none"> - Organise staff breaks so that social distancing can be maintained in your staff amenity/changing rooms. - Consider timings of breaks, using different areas. - Reconfigure seating and tables, such as in staff rooms, to optimise spacing and reduce face-to-face interactions. | | | |
| <ul style="list-style-type: none"> - Limit the use of shared equipment e.g. mugs, plates and cutlery etc. - Encourage staff to bring and use their own cutlery/crockery and their own food and drinks. Equipment which is shared should be cleaned and disinfected between each use e.g microwaves, kettles | | | |
| Legionella | | | |
| <ul style="list-style-type: none"> - Check any air conditioning or ventilation systems – these should be serviced and cleaned in accordance with manufacturer’s guidance. <p>Ensure that your water risk assessment is up to date and all control measures in place</p> <ul style="list-style-type: none"> - Run all taps for approximately 5 minutes – and place any shower heads in a container of water to prevent aerosol spray being inhaled during run through. - Raise the temperature of water tanks to at least 60°C or above to ensure any legionella bacteria are killed. - Clean and disinfect all water points within the premises; taps, shower heads, water dispensers etc. | | | |

| Do all of the following things wherever possible | Done | Not Applic- -able | Give further details of how you do this What else needs to be done? |
|---|------|-------------------------|--|
| Additional things that my business does | | | |
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How to clean and disinfect:

Cleaning:

Guidance regarding how to clean effectively can be found via the link below:

- <https://www.gov.uk/government/publications/covid-19-decontamination-in-non-healthcare-settings/covid-19-decontamination-in-non-healthcare-settings>

and via our **How to Clean and Disinfect Non-food premises** guidance within the Covid19 Toolkit.

Link to flowchart?

Covid secure guidance

Latest updates



CLEANING SCHEDULE

Week Commencing _____

| | TASK | PRODUCT | FREQUENCY (at least) | Mon | Tues | Wed | Thurs | Fri | Sat | Sun | Initial |
|----|--|---------|-------------------------|-----|------|-----|-------|-----|-----|-----|---------|
| 1 | Protective screens | | | | | | | | | | |
| 2 | Debit card PIN pads | | | | | | | | | | |
| 3 | Keypads on tills | | | | | | | | | | |
| 4 | Door handles/light switches | | | | | | | | | | |
| 5 | Handles on cupboards behind counters | | | | | | | | | | |
| 6 | Toilets, taps, light switch, door handle, etc. | | | | | | | | | | |
| 7 | Staff facilities, e.g. microwave handles, kettle, doors of fridge/cabinets, etc. | | | | | | | | | | |
| 8 | Tables and work tops | | | | | | | | | | |
| 9 | Computer keyboards | | | | | | | | | | |
| 10 | Telephones | | | | | | | | | | |
| 11 | Front door handle | | | | | | | | | | |
| 12 | Client chairs | | | | | | | | | | |
| 13 | Treatment beds | | | | | | | | | | |
| 14 | Equipment e.g. scissors | | | | | | | | | | |
| 15 | Client toilets | | | | | | | | | | |
| 16 | Clean and disinfect all bowls, handles, hoses, spray nozzles and shampoo chairs after every client | | | | | | | | | | |
| 17 | Workstations | | | | | | | | | | |
| 18 | Nail drills | | | | | | | | | | |
| 19 | | | | | | | | | | | |
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PAGE SIGNED OF BY MANAGER

