

CLOSE CONTACT SERVICES – FAQ

Q – Are we allowed to lip/chin wax? Does this mean they are not allowed to remove their mask?

A – Yes, all full services will resume but ensure the time kept mask free with the customer is limited

Q – Is it mandatory to have a screen between you and the client when we are doing treatments even if we have the visor and mask on. we keep hearing different things in our industry.

A – No it is not mandatory, as the screen provides an extra protection if 2m cannot be maintained between workstations

Q – With regard to the mandatory mask wearing by client - will beauty salons be able to perform facial treatments? Obviously, a client cannot wear a mask for facial massage etc?

A – Yes and as long as the member of staff has their face covering and visor on to minimise the risk of droplets and that some treatments could be time reduced so you are not spending a long period of time without being protected.

Q – Please explain on mandatory face masks as a lot of my staff cannot return to work... i.e., facials, aesthetics, makeup

A – Mandatory face coverings for all members of staff to have their face covering and visor on at all times when treating customers, to minimise the risk of droplets and that some treatments could be time reduced so you are not spending a long period of time without being protected.

These activities are ok to go ahead, but minimise the time that the customer is spending without a face covering.

Q – Do customers have to wear face coverings?

A – By law customers entering close contact premises have to wear face coverings. This must be on when entering a premise and kept on until the customer leaves. This can be removed for a reasonable excuse i.e., such as beard shaving or work around the face but the time this is removed should be as short as possible.

Q – What if a customer is medically exempt?

A – There are circumstances when people are not obliged to wear a face covering due to age, health or disability. Customers do not need to provide evidence of this. It is up to the business to decide whether you are comfortable in seeing clients who are medically exempt, if you do, keep the appointment as short as possible or maybe ask clients to partake in a Lateral Flow test beforehand to give you more confidence. (see previous answer above on discrimination)

Q – I have a member of staff who refuses to wear Personal Protective Equipment (PPE)?

A – As an employer there is a duty on you to protect the Health and Safety of employees. Type II face mask and a visor/goggles must be worn when in close contact with a client. This must be made clear to employees who can sign the risk assessment to declare they understand this and kept within individual employee's employment file.

Wearing a face mask and a face shield/goggles is difficult over long periods of time this can be managed by considering options such as longer opening times to allow staff breaks in between and swapping roles of staff.

If a member of staff is medically exempt, they should not be working within close contact of a customer, consider other duties they can do to limit the risk.

Q – If a member of staff develops symptoms, what do I do?

A – Consult the workplace guidance pack produced by Public Health England PHE document (lancashire.gov.uk).

All members of staff should know to advise their employer if they develop symptoms.

If a member of staff starts with symptoms then they must be asked to go home and advised to start self-isolation for 10 days. They can be asked to partake in an NHS test. If the results are negative and the member of staff is no longer displaying symptoms then they can start back at work. If the result comes back positive the manager needs to quickly identify any close contacts that member of staff has had during their infectious period (48hrs before symptoms and up to 10 days after displaying symptoms) All close contacts of a positive case will have to self-isolate for 10 days, this is whether or not a negative result comes in as symptoms may develop later on.

If there is a single case connected to your premises there is no need to report this.

However, if there are two or more linked cases, this will need to be reported to PHE contact tracing hub who will take you through the process or may refer this process onto Environmental Health to make contact.

This is to identify close contacts and get them self-isolating to contain any spread.

It is important during this time to have a through clean down.

– What is a close contact?

A – Any household contact, any face-to-face contact less than 1 metre if there has been coughing or conversation or face to face contact under 1 metre for 1 minute or more. It is irrelevant whether the correct PPE has been worn.

Q – What is a member of the public reports they have had a positive test result and has been in the premises during their infectious period?

A – If a customer reports they have had a positive COVID test result, other customers will not need to be informed so long as the premise is COVID secure. However, anyone within a close contact of that customer will have to self-isolate for 10 days.

Q – Can I undertake training of my staff on site before the 12th April?

A – Any commercial hair salon can train their own staff on their premises before the 12th April but no members of the public are allowed. Commercial training salons can provide accredited training however again not to members of the public. Accredited training providers cannot run an offsite course on a premises that is not an accredited training provider.