



THE IVY LODGE

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THE IVY LODGE HAIR LIMITED			COVID-19 AREA RISK ASSESSMENT		
		DATE OF ASSESSMENT: 28/06/2020	LOCATION: Stamford Garden Centre, Great Casterton, Lincs PE9 4BD		
PERSONS AT RISK	Staff v	Clients v	Suppliers v	Cleaners v	Visitors v
RISKS & CONTROL MEASURES					
HAZARD	RISK & RISK LEVEL	CONTROLS		IMPLEMENTED BY	CONTROLLED RISK LEVEL
SURFACE CONTAMINATION	Any person (staff, client, visitor) may contract and/or spread the virus from making contact with a contaminated surface. RISK: Medium	<ul style="list-style-type: none"> Hand washing facilities with liquid antibacterial soap and hot water will be available to all persons inside the premises. Display guides for 'correct hand washing' by all hand washing areas including toilet and staff facilities Hand sanitising facilities (alcohol-based gel) will be located around the premises. It is mandatory that all clients use the gel upon entrance for them to proceed with their appointment. Display signs on entry and in each room as a reminder to 'wash your hands' Regularly and thoroughly clean all surfaces using a disinfectant and alcohol wipes. There are approx. 15-20 mins allocated cleaning time in between clients. Toilets will regularly be cleaned throughout the day and after each use. A record of cleaning will be visible 		All staff should take part in implementing and enforcing these measures to ensure adherence from any other persons in the premises.	LOW
RESPIRATORY CONTAMINATION	Sneezing, coughing, or talking have the potential to spread the virus through airborne contamination of the environment.	<ul style="list-style-type: none"> All staff must wear the appropriate face mask and visor for the level of protection required for each task/treatment/environment. Provide surgical masks for staff/clients/visitors 		All staff should take part in implementing and enforcing these measures to ensure adherence from any other persons in the premises.	LOW



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	RISK: High	<ul style="list-style-type: none"> • Implement social distancing measures where possible around the salon. A one-way system to navigate around the salon will be in place • Communicate to all clients and visitors prior to their visit that PPE is required and provided by the company. • Conversations between staff and clients will be kept at a minimum 		
VIRUS SYMPTOMATIC CLIENTS/VISITORS	<p>Any persons displaying symptoms typical of COVID-19 infection may have the virus and spread it through contaminating the premises and infecting other people.</p> <p>RISK: High</p>	<ul style="list-style-type: none"> • Pre-screen all clients/visitors before their appointment for high temperature; new and persistent cough; loss or change to sense of smell or taste; or close contact with someone recently diagnosed with COVID-19. • Check the temperature (contactless) of any person entering the premises (make clients/visitors aware of this prior to appointment). 	All clients should be made aware of these measures before their appointment and all staff should take part in their enforcement.	LOW
HAZARD	RISK & RISK LEVEL	CONTROLS	IMPLEMENTED BY	CONTROLLED RISK LEVEL
VIRUS SYMPTOMATIC STAFF	<p>Any persons displaying symptoms typical of COVID-19 infection may have the virus and spread it through contaminating the premises and infecting other people.</p> <p>[High]</p>	<ul style="list-style-type: none"> • Before returning to work all staff must confirm that they do not have a high temperature; new and persistent cough; loss or change to sense of smell or taste; or have not had close contact with someone recently diagnosed with COVID-19. • All staff are responsible for notifying their manager if any of the above changes and immediately stop going to work to self-isolate and get tested immediately. • All staff to have their temperature checked prior to starting work then twice during their shift 	All staff	LOW
VIRUS TRANSMISSION GENERAL	<p>All persons are at risk of being infected through close contact and exposure to potentially contaminated surfaces.</p> <p>RISK: Medium</p>	<ul style="list-style-type: none"> • Advise clients to attend appointments unaccompanied and with minimal personal possessions. • Drinks will not be offered, other than bottled water upon arrival. • Windows and doors to be open wherever possible to promote good ventilation and clean air. • Team members cannot wear the same clothes on consecutive days and must be washed before wearing them to work again. • All PPE should be CE marked to ensure the correct level of protection. 	All staff should take part in implementing and enforcing these measures to ensure adherence from any other persons in the premises.	LOW



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HAZARD	RISK & RISK LEVEL	CONTROLS	IMPLEMENTED BY	CONTROLLED RISK LEVEL
<p>VIRUS TRANSMISSION WAITING AREAS</p>	<p>Reception and waiting areas are potential incubators for contamination and spreading infection without the necessary controls in place. RISK: Medium</p>	<ul style="list-style-type: none"> • Clients have been informed that they must be called (telephoned) by their stylist in order to enter the salon. They must wait outside and await instruction to enter. • Remove and rearrange seating areas • Clients will be instructed to remove and hang their own coats and/or belongings. Gowns will be put on and taken off by the client not a staff member. • Patch tests that are required for clients will be done by themselves. • Remove all materials such as magazines, brochures, pricelists, and all other collateral from the reception area. Any required materials can be distributed to clients on their way out. • Protective screen at the reception desk. • Implement and inform clients that there is a cashless / card-only payment system. Clean card reader after each use. • Regularly clean all reception equipment such as computer screens, scanners, and keyboards etc. • Physical Gift Vouchers will not be available; they can now be purchased via our website • Thorough and regular cleaning of door handles, chairs, coat stand, sinks, and other items that customer touch. 	<p>All staff will take part in implementing and enforcing these measures to ensure adherence from any other persons in the premises. Its their legal duty to do so and are responsible for action all the measures.</p>	<p>LOW</p>



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VIRUS TRANSMISSION TOILETS/BATHROOMS	Bathroom areas are potential incubators for contamination and spreading infection without the necessary controls in place. RISK: Medium	<ul style="list-style-type: none"> • Advise customers to use the toilets at home and ideally not at the salon. If so, it will be washed and disinfected after every use. • Encourage clients to go to the toilet before their visit. Include this request in any pre-appointment notification. • Provide only disposable paper towels in the bathroom • Clean the bathroom after each use. • Hand sanitiser will be supplied. • Signage asking clients/staff to wash their hands and instruct that they also need to sanitise their hands 	All staff should take part in implementing and enforcing these measures to ensure adherence from any other persons in the premises.	LOW
HAZARD	RISK & RISK LEVEL	CONTROLS	IMPLEMENTED BY	CONTROLLED RISK LEVEL
VIRUS TRANSMISSION DURING SERVICE	Performing treatments puts stylists at risk of contracting the virus through direct touch contact with clients and in very close range of respiratory contamination. RISK: High	<ul style="list-style-type: none"> • For all client appointments, stylists will be wearing a visor and face mask. • Stylists should wear disposable gowns (over work clothes) and gloves that will be changed after every client. • Ensure the salon has good air flow by opening doors and windows. • Ensure all single-use PPE is correctly disposed of after use into a foot operated waste bin and hands are washed immediately afterwards. • Not to take bookings in between colour appointments 	All staff should take part in implementing and enforcing these measures to ensure adherence from any other persons in the premises.	LOW



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COMMUNICATION	
WHAT TO INFORM STAFF	WHAT TO INFORM CLIENTS / VISITORS
<ul style="list-style-type: none"> • Provide all staff with a copy of your COVID-19 risk assessment and any additional protocols that you decide to implement. • Request that all staff sign a copy of each risk assessment and protocol document to confirm that they have read, fully understood, and agree to implement the controls outlined. • Train staff in any procedures required to implement the controls, such as correctly hosting clients while maintaining social distancing where possible. • All staff should be informed of where hand washing/sanitising stations are and how they should correctly wash their hands. • Staff should stagger breaks and not congregate in the same area. Use other back of house alternatives. 	<ul style="list-style-type: none"> • Inform all clients of your COVID-19 policy prior to their appointment. This should include details of: <ul style="list-style-type: none"> ○ Wearing of PPE and face masks ○ Cashless / card-only payments ○ Temperature checks upon arrival ○ Waiting area changes and restrictions ○ Hand washing on arrival ○ Restrictions on bathroom use ○ Social distancing measures
EMERGENCY ACTIONS	
EVENT	ACTION
Staff member reports suffering typical COVID-19 symptoms.	Symptomatic staff member should immediately stop coming to work and self-isolate at home, plus get tested immediately. All staff recently in contact with potentially infected member of staff should be extra-vigilant of themselves displaying any symptoms and immediately stop coming to work if symptoms do appear.
Multiple clients report suffering typical COVID-19 symptoms soon after attending their appointment.	The business should be temporarily closed while a thorough deep clean is completed. Staff should not return to work for at least one week in case a staff member is carrying the virus without appearing symptomatic. All COVID-19 protocols should be reviewed to identify and correct any areas where protocols do not offer sufficient protection against contamination.
A person enters the premises without PPE or knowledge of COVID-19 protocols.	PPE is given upon entry and all guests instructed to wear a mask except if they cannot wear a mask for medical reasons; to which they must declare the reason.



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ASSESSMENT			
ASSESSOR: Emma Sheehan		CONTACT: 07788595464	SIGNED:
DATE OF ASSESSMENT: 28/06/2020		DATE OF REVIEW: ONGOING	
ASSESSMENT HISTORY			
VERSION	ASSESSMENT DATE	ASSESSOR	OVERVIEW OF ALTERATIONS
1.0	28/06/2020	Emma Sheehan (owner)	ORIGINAL VERSION



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