

COVID-19: Close Contact Services Webinar

Question and Answer Session

Is it a legal requirement for staff to wear a face covering?

It is no longer a legal requirement for staff or customers to wear a face-covering. However, we would strongly advise that you continue to do this - especially when undertaking treatments to the mouth/nose area.

Do I need to continue to restrict capacity to the salon?

We would strongly advise that you take a gradual and staged approach to increased capacity.

I have always kept a diary of customers appointments and contact details.

What should I do if someone refuses to leave their details because they do not want to be contacted in the case of an outbreak?

We would strongly advise that you remind customers of the importance of leaving their details so they can be contacted if they have been exposed to the virus. This is for their own protection and for the protection of others. There is no legal requirement to refuse their treatment therefore refusal of treatment would be an individual business decision.

Should I continue to document health questionnaires and ask my customers if they have any symptoms of COVID-19?

Yes, one of the key action points is that health screening questions are asked. It may be requirement of your insurance so please check with your insurance provider.

How often should I be cleaning?

We would advise all touch points to be cleaned frequently i.e. rotational cleaning every couple hours during peak trading periods. Should an outbreak occur, deep cleaning of the premises would be required.

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Do I need to close if I have an outbreak within my workforce?

A joint decision whether a premise needs to be closed will be made at a multi-agency management meeting including officers from the council and Public Health. Therefore, it remains vital that premises have adequate Covid-19 measures in place to reduce workplace exposure between staff.

Environmental Health will look at a premises Covid-19 risk assessment in the result in an outbreak to ensure it is sufficient and can successfully mitigate transmission of the virus.

Will the local authority be taking action, in what scenario?

We will be taking a light touch approach upon enforcement and we will be offering support and guidance to premises that require help. The council have powers to issue a fixed penalty notice if employers are found to be circumventing self-isolation guidance, and should there be an imminent risk to health, then the council have powers to close or restrict the business.

I've heard that you can return to work if self-isolating with daily testing, is this correct?

There is a pilot study currently being trialled by Greene King and selected supermarkets. If you are not within this study, you are not currently exempt from self-isolation guidance.