

Re-Opening The City - Close Contact Services

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let's talk
Newcastle

**We must
keep on protecting
each other.**



HANDS



FACE



SPACE

The 4 Tests to Unlocking the Roadmap

1. The vaccine deployment programme continues successfully
 2. Evidence shows vaccines are sufficiently effective in reducing hospitalisations and deaths in those vaccinated
 3. Infection rates do not risk a surge in hospitalisations which would put unsustainable pressure on the NHS
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1. Our assessment of the risks is not fundamentally changed by new Variants of Concern

Prior to Step 4, June 21st, Government will review

- Rules on Social Distancing
- Face Coverings
- Other Measures, e.g. Test and Trace Requirements
- Covid Passports?

Step 2 - Monday 12th April

Close Contact Services can Re-open

- Hairdressers
- Barbers
- Beauty Treatments
- Tattooing
- Nail Bars
- Massage
- Dress fitters / tailoring

Re-Opening

As your business has been closed, water system stagnation can occur due to lack of use, increasing the risks of Legionnaires' disease

You should review your Legionella risk assessment

- Flush through your water system for 5 mins
- Clean any shower heads
- Restart some types of air conditioning units

Carry out a Covid Secure Risk Assessment

- Consult with your employees
- Provide information, instruction and training to employees
- You should display posters or information setting out how customers should behave on your premises to keep everyone safe
- Consider the particular needs of those with protected characteristics, such as those who are hearing or visually impaired.

Manage Capacity

- Calculating the maximum number of customers that can reasonably follow social distancing guidelines (2m, or 1m with risk mitigation where 2m is not viable) at the premises
- Closing some workstations?
- Appointment only where possible
- Stagger appointments allowing time to clean
- Ask customers not to arrive early
- Shorter treatments?
- Provide 'safe' areas for customers having longer treatments / waiting times

Staff 'PPE' for Beauty Treatments

- Type II Face Mask
- Face Visor OR Goggles
- If staff are exempt, carry out a RA, face visor should be worn as a minimum



Work Practices

- Staff should wash / sanitise hands frequently and after each client
- keeping the activity time involved as short as possible
- Using screens or barriers to separate people from each other
- Work back-to-back or side-to-side (rather than face-to-face) whenever possible
- Avoiding skin-to-skin contact and using gloves where possible
- Reducing the number of people each person has contact with by using 'fixed teams or partnering' (so each person works with only a few others)
- Contactless payment where possible
- Keep background music to a minimum to avoid raised voices

Cleaning

- Keep surfaces clear so that cleaning can be carried out more effectively
- Guidance for the use and cleaning of toilets and social distancing
- Clean work areas and equipment between uses
- Frequently clean contact surfaces

Keeping your workplace clean and frequent handwashing, reduces the potential for coronavirus to spread and is a critical part of making and keeping your business 'Covid-Secure'

Customers

- Customers must wear face coverings in your premises. Face coverings should not be removed unless essential for a particular treatment – for example, for a treatment on the face area covered by the face covering.
- Salons can provide hot or cold drinks to clients in disposable cups or bottles. Practitioners should encourage clients to only remove their mask to consume the drink. When clients have removed their masks, practitioners should ensure they are socially distanced from the client
- Customers should sanitise / wash hands on entry to your premises and before leaving
- New gowns / towels for each customer
- You can ask customers to leave if they do not comply with your Covid Secure measures

Ventilation to Mitigate the Transmission Risk of Covid-19

- Ventilation can be used as a control measure to reduce the risk of transmission of COVID-19
- Fresh air helps to dilute the virus in occupied spaces so provide adequate ventilation through doors, windows and vents, by mechanical ventilation using fans and ducts, or a combination of both

Display Signage



NHS Test and Trace

- You must assist the test and trace service by keeping a temporary record of your staff shift patterns for 21 days and assist NHS Test and Trace with requests for that data if needed. This could help contain clusters or outbreaks.
- Ask every customer or visitor aged 16 and over to check in to your premises or provide their contact details. Individuals can check in quickly and easily using the NHS COVID-19 app to scan in the NHS QR code poster. These can be generated online.
- Have a system in place to ensure that you can collect information from your customers and visitors who do not have a smartphone or do not want to use the NHS COVID-19 app.
- You must keep this data for 21 days and provide it to NHS Test and Trace, if it is requested.

Possible Covid-19 Case

- If someone in the workplace displays one or more of these symptoms: new continuous cough, high temperature or change in taste and/or smell, they **MUST** go home or be collected and follow NHS guidance on self-isolation and testing which is available at www.nhs.uk/coronavirus
- Businesses can also inform the single point of contact (SPOC) at the council if they need advice or support about guidance and how to support potential cases and their close contacts or if further cases are associated with a current outbreak. This can be done via:
<https://publichealth.newcastle.gov.uk/covid19notifications>

Confirmed Covid-19 Case

- Businesses should inform the SPOC at the council if they have a confirmed case. This is the quickest way for you to receive support and guidance on managing cases of COVID-19 as soon as possible, to minimise community transmission. Typically, they'll receive same day support which is offered seven days a week.
- Businesses should only inform Public Health England's local health protection team if there are more than two cases being reported – they should call 0300 303 8596 and choose option 1 from the menu

Covid Symptoms

- Any Practitioner should not attend work if showing any symptoms of Covid-19
- When making appointments and when customers arrive, check if they have any symptoms, have had close contact with anyone who has confirmed Covid-19, or are self isolating. If they have, do not allow them entry to your premises.
- Anyone with COVID-19 symptoms **MUST** self-isolate immediately and get tested as soon as possible
- Either order a home test kit or via appointment via:
<https://www.gov.uk/get-coronavirus-test>

Asymptomatic testing

Regular rapid asymptomatic testing for COVID-19 allows us to

- Find more of the people who have COVID-19 and Support them to isolate so they do not unknowingly pass COVID-19 to those with whom they may be in contact.
- Trace the close contacts of asymptomatic COVID-19 cases.

Government are running various routine testing programmes, those most relevant for businesses are

- Workplace testing: twice weekly testing for all those unable to work from home
- Community testing: local authority-led testing available at asymptomatic test sites

Routine testing is not mandatory but we do encourage people to take part and get tested twice a week

Workplace Testing

- You can order free rapid lateral flow tests to test your employees twice a week in the workplace.
- If you have 10 or more employees, from early April you'll be able to order tests for your employees to collect from their workplace and use at home twice a week. You can do this if you cannot provide testing in the workplace.
- You must register by **11:59pm on 12 April 2021**. If your business is closed or you cannot provide tests now, you should still register so you can order tests in the future.
- Your employees can also find out if they can [get a rapid lateral flow test](#) from a local test site instead.
- [Register to order free rapid lateral flow coronavirus tests for your employees - GOV.UK \(www.gov.uk\)](https://www.gov.uk)

Community testing

- The council is part of the national community testing programme
- Two community asymptomatic testing sites: **Civic Centre** and **Westgate College**
- Access is via appointment only, how to book and other instructions can be found at: <https://www.newcastle.gov.uk/services/public-health-wellbeing-and-leisure/public-health-services/coronavirus-covid-19-8>
- Supporting workers who have to leave home to work
- If your staff are at, or returning to, work now, they can access testing through these sites
- You can visit the site for advice and guidance on testing and the testing process

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Re-assuring Customers it is Safe to Return The Covid Compliant Assurance Scheme



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Reassuring Customers

Covid Compliant
Assurance Scheme
Supporting Business. Rewarding Excellence.



- Newcastle City Council's Covid Compliant Assurance Scheme is to help businesses reassure customers it's safe to return
- We want you to be able to give your customers the confidence to return, by signing up to a new, free Covid Compliant Assurance Scheme
- It is a simple way for your customers to see that your business is doing the right thing



Promoting High Standards

Newcastle's businesses have invested heavily to make their premises and practices Covid-19 secure.

Throughout the pandemic, city centre businesses have gone above and beyond, and it is right that we now have an accreditation scheme that recognises your efforts and provides reassurance to your customers that they can return safely, and enjoy all that Newcastle has to offer.

We are fortunate to have so many ambitious and committed businesses

Apply Now



- The accreditation should take businesses less than 10 minutes to apply for, using documents and information you should already have.
- As part of the process you will agree to unannounced monitoring visits, so the public can be confident that standards are being maintained.
- Businesses will receive a large, colourful sticker to place in their window, to show they are Covid-19 compliant. The details will also be included on an online interactive map, so potential customers can see in advance who has made the effort to offer that reassurance.

Do I Qualify?

- You must be able to demonstrate that you have designed and implemented control measures in your business to keep your staff and customers safe.
- Where you have more than five employees, you must have recorded your risk assessment and the control measures you have put in place, including those required by legislation and applicable industry guidance.

How Do I apply?

- Simple Online Form
- <https://newcastle.gov.uk/covidcompliantbusinesses>

