

# COVID-19



# TREATMENT GUIDELINES

## **Background.**

The COVID-19 virus spreads primarily through droplets of saliva or discharge from the nose when an infected person coughs or sneezes. Therefore, it's important to minimize risk of infection when in close contact with another person and to prevent transmission of the disease via respiratory droplets on hard surfaces such as door handles, table tops and mobile telephones. Whilst close contact is an essential part of beauty therapy, these guidelines have been drawn up to minimize risk wherever possible and must be followed carefully and methodically to ensure the safety of you and your client.

Traveling Aura continues to work closely with our team to continue to follow guidelines of the city/state. These guidelines will be updated regularly in accordance with government advice so that we can continue to provide a consistent source of informed information to both our team and clients

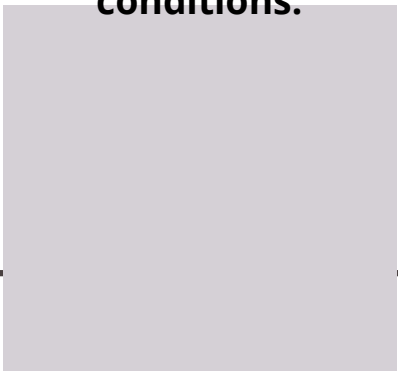
Whilst the challenges facing the beauty and wellness industry are significant; there are a number of elements unique to the mobile wellness and beauty that make it easier to control the safety of the working environment. Visiting a client at home, is an environment in which the individuals to whom our staff is exposed to is kept to a minimum, and where it's possible to validate the health status of all individuals before an appointment, there's significant benefits. In addition, mobile technology platforms have the ability to track and trace all appointments and the flow of people any individual has been in contact with, allowing for the containment of any infection quickly and effectively.

**Should the client book an appointment?**



# C O V I D 1 9 G U I D E L I N E S

**Health and safety of both our clients and therapists is a key priority for us during the delivery of mobile wellness/beauty services. The following risk assessment both identifies and seeks to minimize possible risk factors that may arise during a mobile beauty treatment. The resulting guidelines set out recommendations to ensure that every measure is taken to ensure the treatment is carried out in the safest possible conditions.**



If the client is considered to be clinically vulnerable or clinically extremely vulnerable, or lives with, or has regular contact with someone who is; whether or not the client has been advised to shield, we highly recommend that you do not book an appointment of any kind until you've been cleared by a physician. If the client, anyone living with the client, or anyone the client has come into contact with are experiencing any symptoms of respiratory illness (a raised temperature, a new, persistent cough or cold, or loss of, or change in sense of taste or smell, regardless of whether you think it's COVID-19) the client should follow the CDC guidelines with regards to self-isolation, and refrain from booking an appointment until it is safe for you to do so.

### **Preparing for the appointment**

- The client must be happy and willing to provide the therapist with assurance that no one in their household has had symptoms of Covid-19 for the last 14 days
- The client is asked to take their temperature at least two hours prior to their appointment. A healthy temperature range falls between 97 and 99 degrees. If the temperature falls outside of the normal range the client should be encouraged to seek medical advice before proceeding with an appointment. If symptoms of fever are evident, the appointment should be cancelled or postponed.
- If the client, anyone living with the client, or anyone the client has come in contact with are experiencing any symptoms of respiratory illness (a raised temperature, a new, persistent cough or cold, or loss of, or change in sense of taste or smell, regardless of whether you think it's COVID-19) the client should reschedule their appointment, heeding self-isolation guidelines.
- The client should be advised that if they have allergies, that they take an antihistamine at least 4 hours prior to the appointment to minimize the risk of sneezing. If the client is suffering particularly badly and thinks that an antihistamine tablet won't minimize the risk, the appointment should be rescheduled
- The client should be advised to clean any surfaces the therapist may need to touch thoroughly, with regular cleaning products, before the therapist arrives
- The client should remove all jewelry before the start of their appointment and put it in a safe place

### **Hygiene and Protective Guidelines - for Clients**

#### **During the appointment**

- Client is to wash hands thoroughly for 20 seconds with soap and hot water as soon as the therapist arrives
- All other members of the household are advised to maintain social distancing from the professional for the duration of the treatment, and preferably remain in a different room
- Both the professional and client should feel comfortable to stop the appointment at any time, if either feels the treatment is not being delivered safely

- It is not necessary to wear a mask or face covering because your therapist will wear a clear visor throughout the appointment that will keep both of you safe from infection
- Keep conversation to a minimum. Where it's necessary to chat, avoid speaking directly, and if a mirror is available direct conversation through it (especially for hair appointments), otherwise face away from each other when speaking or ensure adequate distance.
- Avoid breathing directly near the other's face in treatments such as makeup and facial appointments
- Keep windows open where possible to allow fresh circulation of air

### **After the appointment**

- The therapist will place any waste from the treatment into a rubbish bag. The client should be prepared to dispose of it in an airtight bin (as opposed to a waste paper basket). The therapist is advised not to touch your rubbish bin to avoid cross contamination
- The client should wash hands thoroughly for 20 seconds with soap and hot water after the therapist leaves, and before others re-enter the space.
- The client is advised to clean any surfaces the therapist may have touched (using ordinary cleaning products). This must be done before other members of the household enter the room

**Important Side Note** -Please do not rely on antibody testing as proof of immunity. As of May 2020, there is not enough evidence to guarantee that those who have tested positive to antibody tests are immune (for reasons including false positives, lack of data in terms of the levels of antibodies required to create immunity etc.)

### **Hygiene and Protective Guidelines for mobile spa professional**

Should I go back to work?

If you're considered to be clinically vulnerable or clinically extremely vulnerable, or you live, or have regular contact with someone who is; we highly recommend that you do not return to work in any capacity until government guidelines state that it is safe for you to do so.

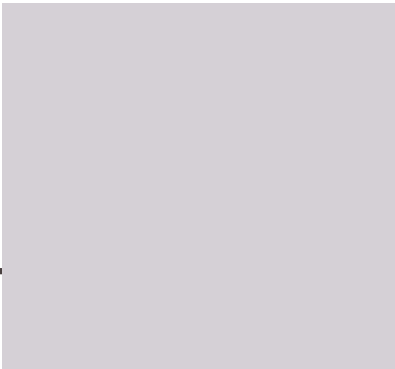
If you, anyone you are living with, or anyone you have come in contact with are experiencing any symptoms of respiratory illness (a raised temperature, a new, persistent cough or cold, or loss of, or change in sense of taste or smell, regardless of whether you think it's COVID-19) please follow government guidelines regarding self-isolation and do not book an appointment of any kind until it is safe for you to do so.

### **Preparing for an appointment**



# T R E A T M E N T G U I D E L I N E S

**These guidelines are specific to individual treatment categories and should be adhered to in addition to those recommendations outlined earlier in the document.**



- Take your temperature at least two hours prior to your appointment. If your temperature falls outside of the normal range, please seek medical advice before proceeding with an appointment. If symptoms of fever are evident please postpone your appointment, heeding self isolation guidelines
- If you, anyone you are living with, or anyone you have come in contact with are experiencing any symptoms of respiratory illness (a raised temperature, a new, persistent cough or cold, or loss of, or change in sense of taste or smell, regardless of whether you think it's COVID-19) reschedule your appointment, heeding self-isolation guidelines
- If you have allergies, please ensure that you take an antihistamine at least 4 hours before your appointment to minimize your risk of sneezing and a runny nose. If you are suffering particularly badly and think that an antihistamine tablet won't minimize the risk, please reschedule your appointment
- Wear short-sleeves to ensure that you can thoroughly wash and sanitize your upper arms when washing your hands
- In light of the fact that we work in close proximity with our clients, usually for an extended period of time (an extended period of time refers to the majority of the working day, irrespective of the number of clients served during the day), you must wear a clear visor for each appointment that covers the face and provides a barrier between you and the client from respiratory droplets caused by sneezing, coughing or speaking.

### **- Hygiene and Protective Guidelines - for Mobile Spa Reps**

Visors must fit well and be worn properly. It should cover the forehead, extend below your chin, and wrap around the side of your face.

- Both disposable and re-usable visors are available. A re-usable visor must be cleaned and sanitized regularly using normal cleaning products. There is no requirement for your client to wear any additional protection such as a mask or face covering, when you are wearing a visor.

### **On arrival**

- Confirm that no one in the household has had any symptoms for the past 7-14 days
- Make sure to respect any requests client may have upon entry to home.
- Wash your hands thoroughly for 20 seconds with soap and hot water as soon as you arrive at the client's house, using your own towel to dry your hands. Make sure that you carry your own hand soap and hand sanitizer (60% alcohol or more)

### **During an appointment**

- Should you become concerned at any point that you are unable to carry out the treatment in a safe environment, we recommend that you leave, politely letting the client know that you feel uncomfortable

- Wear a mask or face covering, whether surgical, cloth or otherwise for the duration of your appointment and follow manufacturer's instructions for washing, disposal and re-use
- Disinfect your kit and equipment (thoroughly) in front of the client, according to manufacturer's guidelines, using sterilized, sealed packaged kit where possible
- Wear disposable gloves, disposing of them before you wash your hands at the end of the treatment
- As added protection, where possible please wear a visor or goggles to shield your eyes
- Bring a small bottle of water and do not accept any offers of food or beverage during the treatment to avoid using the client's kitchenware
- Keep conversation to a minimum. Where it's necessary to speak, avoid talking directly to the client. Where possible 10 speak to a client via a mirror, otherwise face away from them when speaking or ensure adequate distance.
- Avoid breathing directly near the client's face
- Please make sure your hair is adequately pinned/held away from your face in order to limit your need to touch your face
- Ensure short nails, and remove acrylics After an appointment
- Wash your hands thoroughly for 20 seconds with soap and hot water just before you leave the client's house, using your own towel to dry your hands. Please also carry your own hand soap and hand sanitizer over 60% alcohol
- Disinfect your kit and equipment (thoroughly), according to manufacturer's guidelines, whilst wearing gloves, using sterilized, sealed packaged kit where available -

### **Hygiene and Protective Guidelines - for Therapists**

- Avoid breathing directly near the client's face • Please make sure your hair is adequately pinned/held away from your face in order to limit your need to touch your face
- Ensure short nails

### **After an appointment**

- Ensure to carry a stock of disposable rubbish bags. Place any rubbish from a treatment into the bag and seal it carefully at the end of the treatment. Give the bag to the client and politely ask that they dispose of it in an airtight bin (rather than a wastepaper basket). Please avoid touching the client's rubbish bin yourself



- Wash your hands thoroughly for 20 seconds with soap and hot water just before you leave the client's house, using your own towel to dry your hands. Please also carry your own hand soap and hand sanitizer over 60% alcohol
- Disinfect your kit and equipment (thoroughly), according to manufacturer's guidelines, whilst wearing gloves, using sterilized, sealed packaged kit where available

### **- Hygiene and Protective Guidelines - for Therapists**

- Wipe down your treatment table between each booking with disinfectant wipes or spray, paying special attention to the facial area
- If you drive, disinfect your car between bookings, paying close attention to areas your hands have most contact with (steering wheel, door handle, etc.)
- Wash your clothes and uniform at 60°C (or more) as often as possible (in between every booking is best practice) to limit contaminants from one client's house to another.
- PPE equipment must be removed after each treatment, and disposed of in line with CDC requirements, washing hands thoroughly before and after

### **Treatment Specific Guidelines -Massage**

- Gloves may limit the quality of the treatment so we recommend extra careful handwashing (for at least 20 seconds with soap and hot water, and up the length of your arms) when you arrive at the client's house, just before you start the treatment and at the end of the appointment
- We strongly recommend that you double check the client's temperature with a radar thermometer before commencing the appointment. Massage may promote the circulation of virus particles through the body and is therefore a contraindication

### **Facials**

- Decant your facial products into individual pots for a single treatment to avoid cross contamination and make sure these are disinfected thoroughly between treatments
- As you will be close to the client's face while completing your treatment, we recommend for extra protection that you use N95 masks
- Use disposable facial mitts and sponges
- Reduce the need to touch the client's face wherever you can, if possible use tools to carry out facial massage, rather than your hands

### **Nails**

- Make sure that you have adequate brushes to allow a fresh set for each client.

- Used brushes should be placed into a sealed container clearly marked 'used equipment'
- Brushes and your 'used equipment' container should be thoroughly disinfected after each client
- Your tools must be thoroughly sterilized and disinfected after each use, according to manufacturer's guidelines
- Once your brushes are clean, they must be immediately placed in a sealed, sterile container.
- Wherever possible use single-use tools (files, buffers, etc) making sure that they are disposed of safely
- Clean tools must be stored in a sealed, sterile container until they are required (do not lay them out for the duration of the treatment)
- Nail polish brushes must be thoroughly disinfected after every appointment in which they are used.
- You should not touch the client's hands or feet until they have been thoroughly soaked
- Items laid out during a treatment must be kept to a minimum

- Disclaimer -

These guidelines are advisory only. They do not constitute legal requirement, have not been agreed with Government and do not imply or incur any liability to Traveling Aura. These guidelines are written with a view of protecting Traveling Aura team and clientele. Mobile beauty professionals should continue to check local government websites and guidelines for the most up to date recommendation