

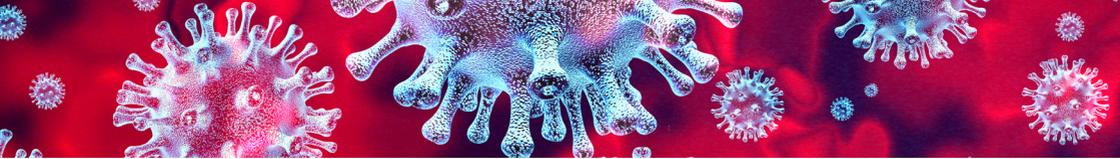


# Calling all close contact services

This guidance is for people who provide close contact services, including:

- hairdressers and barbers
- beauticians
- sports and massage therapists
- tattooists
- dress fitters and tailors, and fashion designers.

**Please read over for information and advice**



## There are ten key things to be aware of if your business provides close contact services:

- **Take part in NHS Test and Trace** — Keep a record of all your customers, visitors and staff for 21 days. You must do this **by law**. Visit: [www.gov.uk/guidance/maintaining-records-of-staff-customers-and-visitors-to-support-nhs-test-and-trace](http://www.gov.uk/guidance/maintaining-records-of-staff-customers-and-visitors-to-support-nhs-test-and-trace)
- **Risk assessment** — As an employer, you have a legal responsibility to protect staff and others from risks to their health and safety, and COVID-19 should be managed in the same way as other workplace hazards. This includes completing a suitable and sufficient assessment of the risks COVID-19 poses in the workplace, and identifying control measures to manage that risk.
- **Failure to carry out a suitable and sufficient risk assessment or failure to put in place sufficient control measures to manage the risk may be considered a breach of health and safety law.**
- **Wear both a visor and mask** — Practitioners are advised to wear a clear visor or goggles and a Type II face mask to keep their clients safe. You should make sure staff are trained on how to wear their face masks safely.
- **People providing a close contact service are advised to wear a clear visor or goggles and a Type II face mask.**
- **Clients' face coverings** — All clients must wear a face covering unless removal is essential to perform a treatment, or if they are exempt from wearing a face covering.
- **Keep clients apart** — Consider how many people can be in the space while remaining socially distant. Rearrange waiting areas so that clients can stay apart. Use floor markings to manage queues.
- **Help your staff to maintain social distancing** — Consider using barriers between workstations, introduce back-to-back or side-to-side working, and have staff work in the same team each day.
- **Keep the facilities well ventilated** — Ensure extractor fans work effectively and open windows and vents where possible.
- **Communicate and train** — Make sure all of your staff and customers are kept up to date on how safety measures are being implemented and updated.
- **Keep music and other background noise to a minimum** — This can help people communicate easier with face coverings and visors.
- **You can now** — Provide reading materials, such as newspapers and magazines in waiting areas, and provide refreshments in line with guidance for restaurants, pubs, bars and takeaway services.

These are the priority actions to make your business safe during coronavirus.

If you have questions about current Government regulations, or you need help with your risk assessment or signposting to other support offered by Chichester District Council, including grant funding, please contact the council's Health Protection Officers by emailing: [healthprotection@chichester.gov.uk](mailto:healthprotection@chichester.gov.uk) or calling: **01243 534602**.

We recommend reading the full version of the guidance, which is available at [www.gov.uk](http://www.gov.uk). The direct link is: [www.gov.uk/guidance/working-safely-during-coronavirus-covid-19/close-contact-services](http://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19/close-contact-services)