

# HEALTH, SAFETY AND HYGIENE – RETURNING TO WORK COVID-19 COURSE 2020



This course is accredited by FHT (Federation of Holistic Therapists) and has been awarded 3 CPD points

## **A Word from Gateway owner/Director Sue Bailey and author Kate Packham**

### **Sue Bailey**

Thank you for downloading our course manual.

There is a lot of information circulating in relation to COVID-19 and some of it has been incorrect. We urge Gateway students and therapists to follow Government guidance. We will of course update you with helpful and useful information as it becomes available. The best way to find these updates is in our news/blog section of our website or on the Gateway Workshops Facebook page, where we have regular updates.

How can you make sure your salon or spa etc. is safe to re-open after the Coronavirus lockdown? The course gives you checklists for what you need to consider and the possible changes to have in place prior to re-opening to the public.

**We don't want anyone to waste thousands of pounds on PPE for your salons that may not work or be a Government requirement. We want you to make sure that you follow the Government guidelines for PPE as this is not something we can advise you on.**

This course will include a certificate you can display in your salon/spa on your door, window or wall to give your clients the reassurance they may need, knowing you are up-to-date with all the hygiene, health and safety standards that are required. We have left a space on the certificate for you to add your name if you prefer and there are 3 certificates - choose the one that relates to your industry. The certificate works in a similar way to those for restaurants who have a hygiene rating on their doors and lets your customers know you are taking their health seriously. We appreciate it is not exactly the same, but even though you have not had an inspection at your premises, by displaying the certificate it will give your clients confidence that you are taking their safety seriously and that you have completed the most up-to-date course on COVID-19 hygiene and safety. We need to be thinking now how we can protect ourselves and our clients.

It has been suggested that for PPE it may be helpful to get Perspex screens for use in your salons and spas. However, this has not always been proven to be that effective and we would suggest **only** to use these if the Government direct you to do so. You want to avoid buying a lot of extra PPE which may not be as effective as you hope or not effective at all.

**ANYTHING SUGGESTED HERE IN THIS MANUAL IS A SUGGESTION ONLY AND MUCH OF THIS SHOULD ALREADY BE IN PLACE - PLEASE ALWAYS FOLLOW THE GOVERNMENT'S AND NHS ENGLAND'S ADVICE ON PPE.**

We hope this course manual with certificates is useful as we want to help where we can. Thank you to Kate, Elizabeth and Esther for their hard work on this - please stay safe and well everyone.

This is for the UK industry and refers to UK authorities such as the UK National Health Service (NHS), UK Government and the UK's Health and Safety Executive (HSE). Anyone outside of the UK needs to refer to the equivalent regulatory bodies in their own countries and abide by all applicable laws and regulations.

Warm wishes  
Sue Bailey  
Director/Owner of Gateway Workshops LTD

### **Kate Packham**

My name is Kate Packham and I am a tutor for Gateway Workshops. I teach some of the one-day courses in Brighton alongside the ITEC Diploma in Massage and our Baby Massage Instructor Course in Central London.

I have a background in Sport Science and Sport Rehabilitation with a real passion for health. I am fascinated with the human body and how it works.

I have been teaching for Gateway Workshops for 3 years and thoroughly enjoy interacting with all our wonderful students. We have a brilliant team who all work tremendously hard to ensure our students thrive within the industry. I wanted to research into COVID-19 to see what we can be doing to prepare for the re-opening of our industry.

I cannot wait to get teaching again and see you all again soon! Kate.

## Contents

<b>Page 4</b>	<b>Introduction</b>
<b>Page 5</b>	<b>Our Current Guidelines &amp; Legal Requirements</b> Risk Assessment COSHH GDPR
<b>Page 7</b>	<b>Pathogens, Viruses and COVID-19</b> Life cycle of a Pathogen, Chain of Infection Coronavirus, COVID-19 Symptoms, Risk Factors How Coronavirus spreads
<b>Page 11</b>	<b>What will be required when I go back to work?</b> PPE Items, Donning and Doffing of PPE General Cleaning Procedures, Hand Washing
<b>Page 19</b>	<b>How do I apply these principles to my Business?</b> The Working Environment, The Treatment The Therapist, The Client
<b>Page 28</b>	<b>Useful links</b>
<b>Page 29</b>	<b>Wordsearch</b>
<b>Page 30</b>	<b>Gateway Workshops Course List</b>
<b>Page 33</b>	<b>Discounts and Recommended Products</b>
<b>Page 40-42</b>	<b>Printable Certificates</b>

## Introduction

Welcome everyone!

We wanted to give something back to our amazing students and followers who have been extremely supportive during these very uncertain times.

We have been doing some extensive research for you to bring you as much information about COVID-19 and what is potentially to come in our industry. We know that you, as well as us, want to know what we can be doing to make the environment we work in as safe and secure as possible for ourselves, clients, colleagues and staff.



We understand how sad it is to have suddenly had to stop the work we know you are all so passionate about. We stand with you and totally understand you all want to return to work but also want to ensure you're in a position to return as prepared and as safely as possible.

This may all seem too daunting right now but we do have an advantage. Due to our current industry knowledge on Health

and Safety requirements, we will be partially prepared compared to some other industries, even with regard to PPE. We are so lucky to work in an extremely hygienic industry where we are all accustomed to fulfilling health and safety regulations, for example cleaning, sterilisation and disinfection procedures, so a lot of the information isn't going to be 'new' but it is a chance to reflect and ensure we are adequately keeping ourselves, clients, colleagues and staff as safe as possible. We all know you will, but please ensure you are taking things seriously as your clients will be looking out for new procedures.

We all came into this industry to have a positive influence on our clients, their wellbeing and their lives which includes not causing them any harm, which is why we already conduct good practices such as patch testing. We all already look out for warning signs such as contraindications and deterring them from a treatment if they are showing signs of any contagious illness.

You may notice the wording 'as safe as possible', this is because due to the nature of our businesses it is going to be extremely difficult (if not impossible) to make them 'COVID secure', therefore we need to think of ways to ensure that our business will run as safely as possible for those working and using the facilities and reduce the risk of COVID-19 to a minimum.

Please note the information to follow is a guide outlining what we have researched and we have tried to make it as accurate as possible, however the current situation is evolving and Gateway Workshops cannot be liable for any discrepancies which may have occurred as information is subject to change. Please remember to always follow guidance from the Government, World Health Organisation (WHO), the NHS and your insurance companies. Please note there are some variances within the UK so make sure that you know the regulations for in your area, whether you're in England, Wales, Scotland or Northern Ireland.

As far as our research has shown, insurances will start to insure you for practice once the government advice is that we can return to work – until then you are not insured to carry out your treatments but always check with your individual insurance company.

As we await further government guidelines, we want to look at suggested measures we will need to be taking in relation to identifying the risks and appropriate control procedures, a lot of these are questions you should already be asking yourselves.

## **Our Current Guidelines and Legal Requirements**

As we cover this in our courses we wanted to touch upon/recap what we are already doing in our industry. These legal requirements will be needed to also ensure you are covered by your insurance company, so make sure you have all your records to show what you have in place.

As we have mentioned we are already lucky in our industry to be providing excellent hygiene standards! We already follow these practices:

- Fresh clean short-sleeved tunic, polo shirt, trousers or tunic dress.
- Scrupulous personal hygiene must be observed.
- Hands should be thoroughly washed, using anti-bacterial hand wash and dried using paper towels.
- Fingernails should be cut short and clean.
- Wash headbands between clients or use disposables.
- Tie back long hair and remove all jewellery, a wedding band is ok to wear but can harbour bacteria.
- Each couch or massage chair should be cleaned with disinfectant or anti-bacterial cleaner on a daily basis.
- The face hole or face cradle must be cleaned with disinfectant or anti-bacterial cleaner between each client.
- Use a disposable cover or couch cover for the couch. This should be covered in couch roll, the couch roll is changed for every client. You must change a material couch cover daily.
- If you are using a face cradle, use a cover or towel and change this for every client.
- A fresh set of towels should be used again for every client.
- Apply hand sanitizer to your hands.
- Wipe the client's feet with anti-bacterial wipes.
- Place a towel on the floor for your client to step onto after the treatment. This is more hygienic than standing on a carpet and avoids slips and trips if you don't have a carpet.
- Provide a hook or coat hanger for your client's clothes.
- Offer you client a drink of water after the treatment using a fresh, clean glass and wash the glass thoroughly after use.
- Sterilise tools between clients, such as tweezers nail cutters and cuticle nippers. - have two sets.
- Do not double dip when waxing
- Make sure all equipment is cleaned between clients.
- If products are in tubs be sure to use a spatula to decant and don't double dip.

**Risk Assessments** – We all need to ensure we have adequate risk assessments regardless of our company size. Risk assessments are designed to keep everyone involved safe and secure within the environment. This is where we identify the potential risks, what we are doing to reduce the risk and if we need any further solutions. It is also important to



note whether there are certain people more at risk than others. I am sure you are all aware that now we will need to ensure we have adequate risk assessments which involve COVID-19. The HSE have a great template document you can use available at –

<https://www.hse.gov.uk/simple-health-safety/risk/risk-assessment-template-and-examples.htm>

**COSHH** – the Control of Substances Hazardous to Health (2002); this regulation is in place covering handling, storage and disposal of chemicals to ensure all staff and service users are kept safe. Through our COSHH practices we already will have a log of the identified risks associated with these products and our preventative outcomes. Our COSHH will need to be revisited to ensure we are now taking into account COVID-19. Products may be sent with their risk assessment or you can ask the manufacturer for a copy and this must be kept in an accessible folder. You will want to know –

- The chemical composition
- What is the product used for
- The hazard under COSHH
- If any PPE is required
- The storage, handling and disposal methods involved
- Special safety measures that must be followed

We know in our practice and training that some of the products we use can, for example, irritate the skin causing dermatitis or allergic reactions; products such as acetone, hair dye, massage oils and soaps.

**GDPR** – the General Data Protection Regulations Act (2018); this regulation is in place to ensure all information held is protected and you must follow strict guidelines when processing client confidential information.

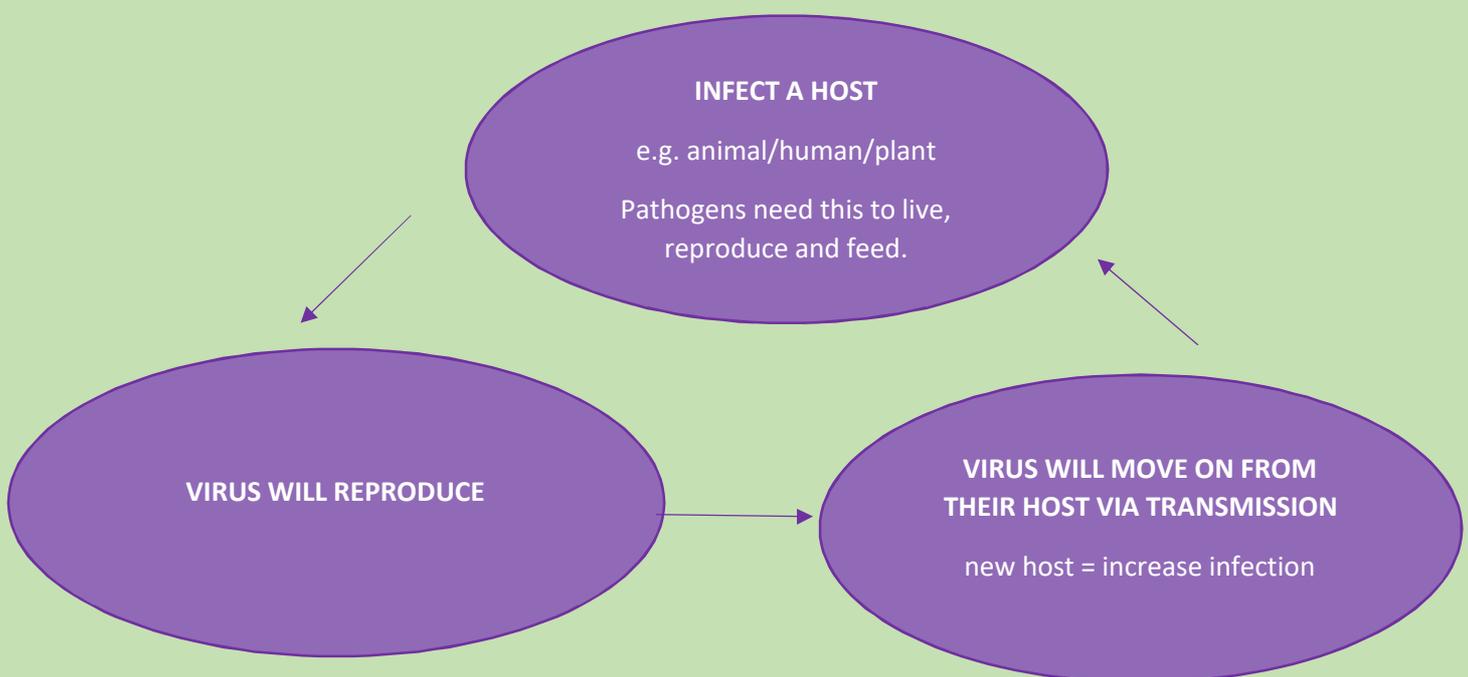
We are not sure what new information we may need from our clients (and staff) just yet but thinking ahead at the possibilities of:

- Temperature checks
- Track and Trace
- Medical checks (relating to COVID-19)

## Pathogens: Viruses, Coronavirus and COVID-19

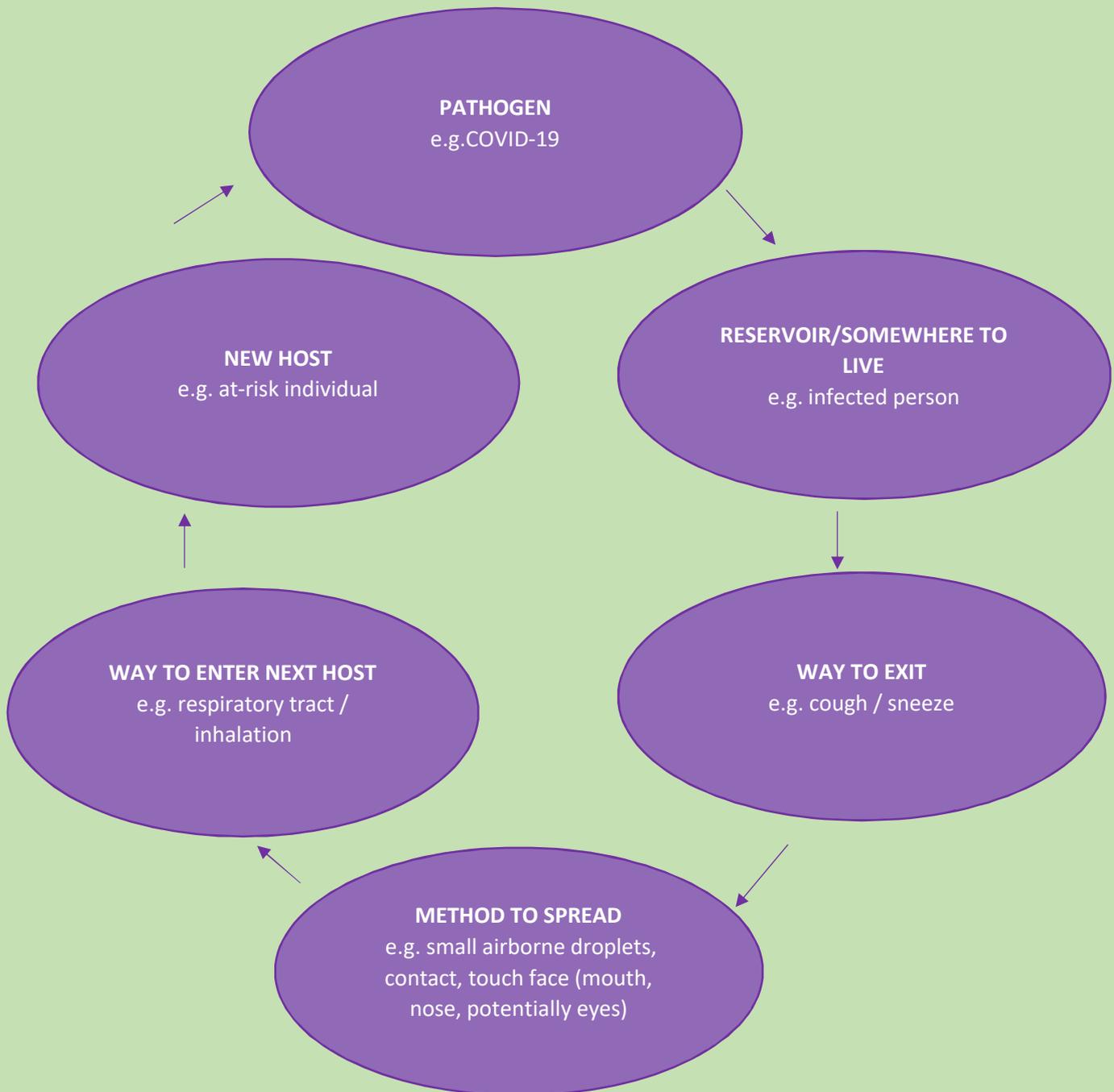
Pathogens cause infection, diseases caused by pathogens are known as communicable diseases as they transfer between organisms. A virus is just one of the many types of pathogen. Viruses are microscopic and cannot live/reproduce on their own; they need a host such as humans or animals. We need to be able to understand how these pathogens work and live to be able to reduce them and therefore reduce infection. We are already implementing a lot of these procedures with current methods such as sterilising tools and washing e.g. hands and linens.

### The Life Cycle of a Pathogen



- Some pathogens will use vectors to transport from host to host i.e. mosquito and malaria.
- Viruses can make adaptations to their structure to ensure they complete their life cycle.

**The Chain of Infection** – how the spread of infection occurs; if we interrupt this chain, we can reduce the infection e.g. hygiene methods.



## **Coronavirus**

Coronaviruses are a huge group of viruses which affect the respiratory system and are named after the protruding spikes. These spikes allow for the coronavirus to latch on to their host in order to infect. It is thought that coronaviruses were originally found in animals and have since crossed over and now infect humans too i.e. zoonosis. They are transmitted through the air, coming into close contact with an infected animal/human, touching a surface which the infected animal/human has contaminated or by eating produce which is contaminated. Coronaviruses have varying severity, from the less severe including the common cold to the more severe such as SARS and the new COVID-19. Most people will get infected with some type of coronavirus within their life span and it will be 'harmless'

Coronaviruses tend to be more severe in individuals with underlying health conditions such as diabetes and cancer.

## **COVID-19**

On the 31<sup>st</sup> December China informed the World Health Organisation of some cases of a pneumonia-like disease in Wuhan.

On the 12<sup>th</sup> January China shared the genetic material of this coronavirus 'COVID-19'

Currently the source hasn't been identified as a definitive and investigations are persisting. The rate at which this new coronavirus COVID-19 spreads is alarming and professionals are working on ways to slow down the infection rate and produce a cure/vaccination.

As we stated previously, this pandemic is constantly changing which includes the number of cases, and sadly deaths. The research into COVID-19 is all new and in the early stages.

The incubation period, the time from exposure to when you show symptoms, for COVID-19 is stated as between 2-14 days.

## **Symptoms**

The Most common symptoms which have been identified with the virus include:

- Fever
- Persistent dry cough
- Shortness of breath or difficulty breathing
- Change (including loss) of taste and smell

Some sufferers have experienced others including:

- Chest tightness
- Muscle pain and fatigue
- Sore throat
- Congestion
- Headache
- Phlegm

Individuals who are presenting with these symptoms must self-isolate for 7 days and those within the same household must isolate for 14 days.

**NOTE** – if you catch the virus within isolation you must then isolate for a further 7 days from the onset of symptoms, therefore the isolation period may last longer than 14 days.

People are being advised not to ring 999, but to consult with 111, unless it is an emergency!

## **Risk Factors**

### **Vulnerable Individuals / those at a higher risk**

The NHS has divided the vulnerable into two groups; people at high risk / clinically extremely vulnerable and people at moderate risk / clinically vulnerable. The NHS has stated the following on their website;

People at high risk / clinically extremely vulnerable should have received a letter from the NHS and they include those:

- Undergoing chemotherapy / treatment for cancer and those that can affect the immune system i.e. immunotherapy,
- Undergoing intense course of radiotherapy for lung cancer
- Who have had an organ transplant
- Who have blood or bone marrow cancer i.e. leukaemia
- Who have had a bone marrow or stem cell transplant within 6 months, or currently taking immunosuppressant medication
- Whose Doctor has told them they have a severe lung condition i.e. cystic fibrosis or severe asthma/COPD
- Who have a condition or are on medication which means they have a very high risk of getting infections i.e. sickle cell, high doses of steroids
- Who have a serious heart condition and are pregnant.

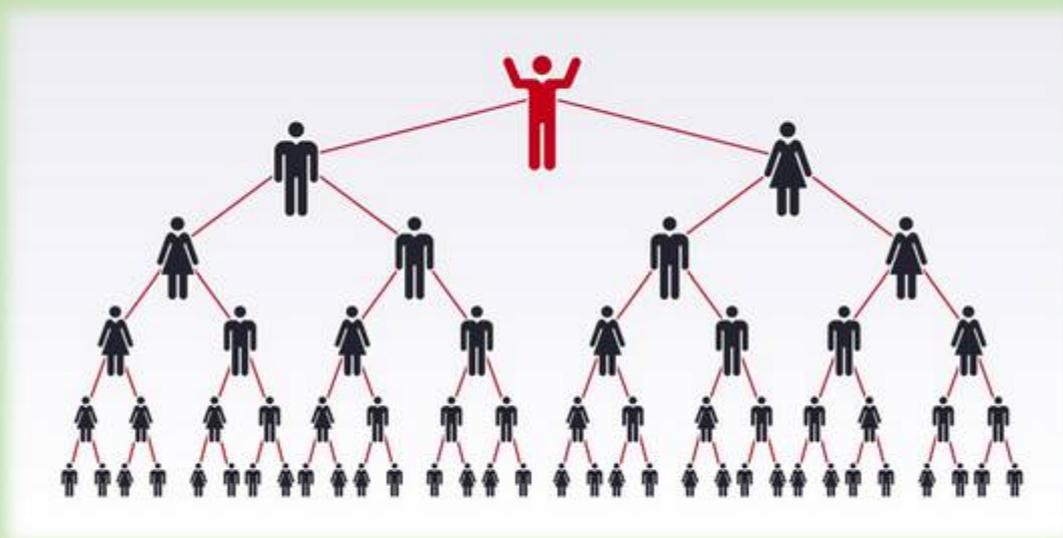
People at moderate risk / clinically vulnerable include those who:

- Are 70 years or older
- Are Pregnant
- Have a lung condition (not severe i.e. asthma, emphysema)
- Have heart disease i.e. heart failure
- Have chronic kidney disease
- Have liver disease i.e. hepatitis
- Have a condition affecting the brain or nerves i.e. Parkinson's, multiple sclerosis
- Have a condition that means they have a high risk of getting infections
- Are taking medicine that can affect the immune system (i.e. low doses of steroid's)
- Are very obese (BMI 40+)

## **How coronavirus spreads**

Through social distancing measures, we are aware the virus is spread through close contact i.e. 2 metres. Respiratory droplets in the air, e.g. from coughing or sneezing from an infected human can land on other humans and surfaces.

COVID-19 is seen to be the most contagious when patients have the symptoms, mentioned previously. There is research into carriers who are asymptomatic, transmitting the virus even though they have no symptoms to show they are infected. Research is showing that how infectious a person might be is dependent on the severity of their symptoms.



## **What will be required when I go back to work?**

Obviously, at this moment in time we do not know exactly when we will be able to go back to work but it is always great to think ahead and be prepared. We are very aware of everything going on in the media and we have done further research in to what could be possible for our industry. Firstly, we need to think about the use of PPE and the cleaning processes.

## **Personal Protective Equipment (PPE)**

Even though we all work in the same industry, please remember we all work in slightly different ways and offer different treatments therefore you may need more or less, so remember to keep up to date with government guidelines. As we all know it is very difficult to know *exactly* what will be needed for our industry but here are some of the guidelines we think we may have to follow.

Please remember when purchasing PPE that our NHS frontline staff should always come first and please to not over-stock.

PPE is worn to protect the health of yourself, staff, colleagues and clients.

The Personal Protective Equipment (PPE) at work regulations (2002) states that employers must recognise where and when PPE is required throughout the working environment. PPE must be identified, made available and replenished as appropriate. All staff must be trained on how to use PPE which includes the donning (putting on) and doffing (taking off) of PPE.

Our main PPE may be in the forms of face masks, disposable gloves and aprons / uniforms.

## **Face Masks**



Face masks are worn to reduce the spread of particles through the air such as viruses. There are many countries and cultures around the world who have been using face masks for many years to protect others from infections they themselves may be carrying. Many organisations in the beauty industry such as The Beauty Guild have stated that it will be recommended that professionals within this industry wear a face mask. By wearing a face mask, you

will not only be protecting yourself and those around you such as clients, you will also be showing a high level of professionalism and care towards them.

There are many varieties of face masks available –

N95 / FFP2; these filter 95% of the particles within the air and are used by medical professionals.

Surgical Grade / fluid resistant (IIR / FRSM); these will protect the user against any the larger particles in the air, they are looser in fit which will have some degree of leakage and must be changed regularly.

Cloth Masks; these will offer the user some protection against airborne particles and can be washed (following the guidance of washing at a hot temperature i.e. 60 degrees Celsius, with detergent) and then reused. When washing anything an additional prevention method could be tumble drying on a hot setting to further reduce the possibility of infection spread.

Ensure the face mask you are wearing is well fitted and covers your mouth and nose. Please note that talking will make the mask move. Do not touch the face mask once it has been applied. And do not wear as a necklace! Make sure you are changing your face mask regularly especially if it is moist, damaged, uncomfortable or you are finding restrictions when breathing.

Only remove your face mask once you're outside of the working environment and dispose of it correctly.

## Face Shields

A face shield alone isn't going to provide a lot of protection due to the gaps around the edges, however you could accompany it with your face mask for additional protection.

## Disposable Gloves

Disposable gloves will also help in preventing the spread of infection within your working environment. You **must** remember to change your gloves between every client and never re-use. Disposable gloves are worn as well as washing your hands before and after their use – they are not an alternative option for hand washing, just an additional barrier. We will cover hand washing later on.

It is advisable to wash your hands and put on your disposable gloves in front of your client to show your professionalism and care towards their health and wellbeing.

You may need to change your gloves throughout the treatment, as well as before and after, if they for example become contaminated with bodily fluids i.e. blood.

When purchasing your disposable gloves try to use powder-free, nitrile or PVC, avoiding latex due to allergies people may have. As with anything, if you are using something and your client shows signs of irritation, remove them immediately.

Once you have applied your disposable gloves refrain from unnecessary handling e.g. readjusting face mask, hair, face, music, opening/closing doors and windows.

When using PPE it is not only important to use it correctly and safely but to also dispose of it safely. Globus online have this great image to show how to remove your disposable gloves safely. Once you have removed the gloves, remember to place them into a plastic bag or bin liner and wash your hands.

<https://www.globus.co.uk/how-to-safely-remove-disposable-gloves>



## **Aprons / Uniforms**

Aprons/gowns may be required for our industry due to the close proximity we will be to the public, seeing multiple clients in one day and our understanding that COVID-19 will attach itself to clothing and can remain for a long period of time. Therefore, the use of aprons to shield our clothes will be a way to minimise the spread of infection. Aprons must be changed for each client and disposed of.

If you continue to work in your uniform without the use of an apron, it must be changed regularly i.e. between each client.

Uniforms must be washed safely, as mentioned above, at a hot temperature of 60 degrees Celsius, with detergent to prevent the spread of infection. When washing anything an additional prevention method could be tumble drying on a hot setting to further reduce the possibility of infection spread.

## **Goggles**

The use of PPE goggles could be another source of PPE to consider. Although currently the guidelines are to be aware of your nose and mouth, some have suggested eyes could allow for infection to pass through as well. Some treatments may be more suited to the use of goggles.

**ANYTHING SUGGESTED HERE IN THIS MANUAL IS A SUGGESTION ONLY AND MUCH OF THIS SHOULD ALREADY IN PLACE - PLEASE ALWAYS FOLLOW THE GOVERNMENT AND NHS ENGLANDS ADVICE ON PPE.**

## **Donning and doffing of PPE**

Once you have decided (or been told) the correct PPE for your industry and treatments to be performed, you must ensure you are donning (putting on) and doffing (taking off) in the correct order and then disposing of it correctly. The government and HSE have some great posters to outline how this should be done –

[https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment\\_data/file/877658/Quick\\_guide\\_to\\_donning\\_doffing\\_standard\\_PPE\\_health\\_and\\_social\\_care\\_poster\\_.pdf](https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/877658/Quick_guide_to_donning_doffing_standard_PPE_health_and_social_care_poster_.pdf)

Ultimately, they state the order for donning PPE is-

- Hand hygiene
- Apron
- Mask
- Goggles (if using)
- Gloves

And the order for doffing your PPE is-

- Gloves
- Hand hygiene
- Apron
- Goggles (if using)
- Hand hygiene
- Mask
- Hand hygiene

Once you have removed all PPE, place it into a lined pedal bin.

Remember to use PPE when cleaning the treatment room.

## **General Cleaning Procedures**

A lot of the following will be procedures we already perform and should be nothing new... however now we have to be more vigilant and to ensure not only is our working environment clean, it is an environment which is as safe as possible from COVID-19. By ensuring we are effective with our infection control measures we can help to prevent any possible spread of infection by interrupting the transmission i.e. respiratory droplets and contact surfaces.

**Sterilisation:** this is a process we undertake to remove **ALL** forms of life, including viruses. You may already have effective equipment or be looking to add to your sterilisation procedures.

- Autoclave: this is seen as the most effective option which uses steam to sterilise and remove all life, including viruses. You must ensure that it will reach the correct temperature to kill viruses. You must have correct training to use an autoclave and maintain correctly. Note - they are an expensive piece of kit.
- Glass bead steriliser: a piece of equipment which heats up the glass beads inside to sterilise equipment such as tweezers and nail cutters etc. This is a more commonly used piece of equipment and is less expensive.
- LED sterilising unit: this piece of equipment uses LED lights to sterilise, it is another affordable product and is portable.
- UV Cabinet: can be used to sterilise and store sterilised equipment, timings will vary but some can take 20 minutes to sterilise.

As with any piece of equipment, always check the manufacturer's instructions as to what you can sterilise and document all your practices.

After sterilisation, remember you need to keep these items sterile and therefore need a safe place to store them.

Note- when the skin is pierced the spread of infection risk increases! Remember to use sterile equipment and coverings i.e. plasters.



**Disinfection:** this is a process we undertake to destroy micro-organisms living on surfaces but it will not destroy spores. Some items will not be appropriate to sterilise i.e. too large therefore we can disinfect them. It is important to clean the surface prior to disinfection, using soapy water. Disinfection is an easy and cost-effective procedure.

**Where?** Commonly touched surfaces!! This list is not exhaustive –

- Doors including handles, frame
- Wall area – stairs?
- Stair hand rail

- Light switches
- Sinks including taps
- Dispensers – soap / oil
- Your tools / equipment used
- Pens
- Card machine
- Phone
- Music station
- Computer / iPad including keyboard and mouse
- Display units (if you haven't removed them)
- Lamps
- The working station such as tables, chairs, massage couch including face hole, stool, trolley
- Kettle (if your offering refreshments)
- Keys
- Toilet facilities including surrounding areas/flush
- Toilet brush (some research has identified particles in stools, therefore potentially infectious!)
- Storage and disposal units i.e. sharps boxes, bins and laundry containers

**What?** Isopropyl alcohol (60% +), hydrogen peroxide and bleach can be used as an effective disinfectant. Professional steam cleaners can also be used on hard surfaces e.g. flooring. Steam cleaners are great as they are quick, efficient, fast drying and remove the need for use of potentially harmful products. Ultimately check the label – some will already state if they are effective against coronaviruses e.g. Dettol.

Always follow the manufacturer's instructions as often the products need diluting prior to use, they also require a certain amount of time to air dry to ensure they are effective prior to use.

If cleaning floors with a mop, you will need two. One will clean the floor with hot water and detergent, the other, new and clean, will dry the area. This will also minimise the spread of infection.

Use disposable cloths and sponges where possible, if using reusable cloths follow the washing instructions above – 60 degrees Celsius with detergent and tumble dry on a hot setting.

Again, remember to wash your hands.

**Antiseptic;** these products will help to reduce the growth of microorganisms but will not kill them, it is a milder product and therefore can be used on skin.

## **Hand Washing**

I am sure you're all aware of the NHS advice over hand washing and I am also sure this isn't a new thing either!

The NHS have amazing pictures on their website that we wanted to share with you and you might want to encourage your staff, colleagues and clients to look at this within your hand washing facilities.

Hand washing needs to be a regular occurrence, lasting at least 20 seconds (you can sing happy birthday if you wish!) Remember it is the length of time which kills the virus. If you need to wash elbow and arms they are 20 seconds each too.

Hand washing must take place:

- As soon as clients come into your salon/spa/room - it is the first thing they must do
- Before touching commonly touched surfaces
- Before and after cleaning procedures
- Before and after donning/doffing of PPE
- Before and after clients (during if necessary)
- If you drop something on the floor and retrieve it
- After coming into contact with bodily fluids
- Before and after food
- After using the toilet
- After coughing and sneezing (CATCH IT, BIN IT, KILL IT!)

This list is not exhaustive and will take many forms for different therapists and individuals.

**Hand Sanitiser:** if you are unable to wash your hands with soap and water when required, you must use a hand sanitising gel and use in exactly the same way. Hand sanitiser should be an alcohol-based product consisting of **at least 60% alcohol, preferably 70%**. When using hand sanitiser make sure you wait for the gel to air dry to be effective.

**Why?** Hand hygiene is the easiest and most effective way to prevent cross infection within your working environment. Therefore, you are doing your bit to keep yourself and others safe by reducing the spread of the virus.

**How?** See the great images from the NHS below.

These principles are fairly usual within massage but always remember to -

- ✓ Expose the whole area including the forearms
- ✓ Remove jewellery (if wearing a wedding band move it to clean underneath)
- ✓ Ensure short and clean fingernails, no artificial nails or nail polish are present
- ✓ Cover cuts with a waterproof dressing i.e. plaster

## **Best way to wash your hands**



1. Wet hands with water



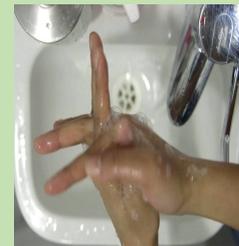
2. Apply enough soap to cover hands



3. Rub your hands together



4. Use one hand to rub the back of the other hand and clean in between your fingers – repeat to other hand



5. Rub your hands together and clean in between your fingers



6. Rub the back of your fingers against your palms



7. Rub your thumb using your other hand – repeat to the other hand



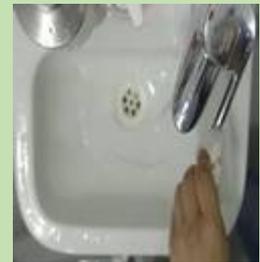
8. Rub the tips of your fingers on the palm of your other hand – repeat to the other hand



9. Rinse your hands with water



10. Dry your hands completely with a disposable towel



11. Use the disposable towel to turn off the tap

**<https://www.nhs.uk/live-well/healthy-body/best-way-to-wash-your-hands>**

Once your hands are washed, be cautious as to what you then touch i.e. when going into the treatment room; use a paper towel to open the door.

# How do I apply these principles to my business?

## The working environment

It will be very common to have concerns; both for yourself, colleagues, staff and clients. Our main aim, as always, is to protect both ourselves and our clients, and those we may come into further contact with i.e. family at home. We need to show them we are doing everything we can to break the chain of infection and they are 'as safe as possible'. So, what do you need to do?

### ➤ **Deep clean!**

It is possible for coronaviruses to live on surfaces for long periods of time. The WHO have stated that some research has shown "up to 72 hours on plastic and stainless-steel materials, less than 4 hours on copper and less than 24 hours on cardboard." When you re-open, make sure your infection control practices are "general" – act as if everyone is contaminated.

### ➤ **Safe as possible environment**

Will you alter your opening hours?

Put in social distancing measures where appropriate and possible; waiting area if you will allow one, desks/workstations. Restrict the amount of people within the environment, including staff and clients.

Remove all 'non- essential' items; what is essential? An item which needs to be used to carry out the treatment and can be cleaned effectively i.e. massage couch.

What is non-essential? An item which could hold on to germs and isn't necessary for the treatment to be performed e.g. heated blankets, comfy fabric chairs, decoration, coat rack, magazines, leaflets, range of refreshments and samples. If you have no alternative to a fabric chair try to place a washable material over it as a barrier for clients to place their clothes and personal items, you may consider this as an additional measure anyway. As you can see this will include some of those items clients really like but if we don't remove or adapt them, we cannot ensure we are providing a safe as possible environment for clients.



Ensure good ventilation in the working environment – open windows and doors to help lower the possibility of contamination. Could you use extractor fans (not air conditioning units!) or HEPA filters?

It may be helpful to place Perspex screens in appropriate areas such as reception or nail stations, however this has not always been proven to be that effective and we would suggest **only** to use these if the Government directs you to do so.

### ➤ **Paper including cash**

Try to reduce the amount of contact with materials, such as paper and appointment cards. Make use of technology – can forms, next appointment, aftercare advice, gift vouchers, staff meetings be done virtually if required? Use contactless technology for payments.

Do you need to adapt your current consultation forms etc or can you add an additional specific COVID-19 form?

Will you be taking cash payments on your return? If you are happy to take cash remember to wash your hands afterwards. You may ask clients to place their cash into an envelope which you will only handle at the end of the day.

If you do not wish to take cash, ensure your clients are aware of this and give them other options – BACS prior to the appointment or card payments. NOTE – maximum payment on contactless cards is now £45. If card only, consider a tool for pressing the buttons.

### ➤ **Ensure you have updated risk assessments including COSHH**

These must be updated regularly and documented. Start by working your way through every area in which you, colleagues, staff and clients may go.

What is your policy on the high risk / vulnerable groups? Are you going to allow them treatment or wait until all restrictions are lifted or a treatment/cure is found?

### ➤ **Write a COVID-19 policy**

This will allow all users of the environment to understand what is being done and what is expected of them. It will show you are being professional and taking the safety of everyone seriously. You can make your clients aware of the policy now by using methods such as social media, your website or when booking their appointments.

Use this statement to let your clients know what has been, and will be, done to ensure their safety. Think about –

- Changes made to the environment including cleaning
- Changes made to the staffing structure
- Changes made to the treatments being offered including before, during, after and PPE
- Changes made to the expectations of the clients

### ➤ **Other protocols that might need updating**

Do you have any other protocols which will need updating to be relevant? Staff sickness and needing to self-isolate? Training? FAQ's.

How are you going to assess the health of yourself, colleagues, staff and clients and therefore, reduce the spread of infection? It may be advisable that you take the temperature of everyone in the working environment. Remember to bear in mind this is a rough guide, not a diagnosis and

individuals may vary i.e. think about a lady going through a hot flush. And how will you manage a situation?

Once available, will you request staff have an antibody test?

➤ **Think about your cancellation policy!**

Be prepared to defer or cancel appointments; be flexible. If a poorly client faces a potential charge for cancelling their appointment they may come anyway even with symptoms. You must protect yourself and others around you.

➤ **Signs**



You need to be able to highlight to everyone who is using the environment what is new! We want our clients to be clear on what guidance needs to be followed.

For example; hand washing and refraining from touching face and belongings after, cleaning, appointment only, no waiting area – arrive only for appointment time, markings, refreshments – water in emergencies or bring your own, close the lid when flushing.

It might be required that you state who is working within the environment; the date, their temperature. We might be required to state how many people we have had contact with recently (track and trace) and whether we have any symptoms. Try laminating them so they can be wiped clean.

➤ **Create a hygiene checklist daily, between treatments**

Work through your individual working environment and identify the procedures you will need to complete. Ensure you are vigilant and it is a great idea to have this checklist on display for others using the environment (colleagues/staff and clients) to see.

➤ **Staff**

**Breaks** - make sure there is an area available for staff to take breaks. Do not eat in the treatment room and remember to wash your hands and the environment before and after preparing and eating food.

Ensure your staff have the facilities to change from their personal clothes into work clothes to reduce the spread of infection.

**Rota** – if you usually have a large volume of therapists working at the same time, think about a rota for shifts and include breaks where possible. Will you need to stagger start and finish times?

## ➤ **Cleaning, including hand washing**

Stay consistent.

Ensure all in the working environment are adhering to the new regulations and we don't need to remind you to keep following your usual cleaning protocols of sweeping, dusting, hoovering, cleaning windows/mirrors etc.

Source appropriate cleaning materials and enough of them for an appropriate amount of time and restock when low, including (where appropriate) - hand wash, hand gel, paper towels, disposable gloves, face masks, goggles, surface cleaners / wipe / detergents, waste bags, toilet roll, first aid equipment, disposable linens if using i.e. disposable couch cover / couch roll.

Are the materials you are using EPA approved? You can check on their label or the EPA website – although not all products will appear, it's a great place to start.

## ➤ **Personal Protective Equipment (PPE)**

As mentioned above - what do you, your staff, colleagues and clients deem appropriate for your business? Check guidelines from government, NHS, WHO and your professional / insuring body.

Will you ask clients to wear their own or provide it for them? If you are providing PPE for clients, will you need to increase your prices? Ensure the use of PPE is safe and appropriate.

## ➤ **Laundry**

Launder safely and effectively as previously discussed.



You may wish to use disposable coverings or plastic coverings to provide an additional barrier but this would be alongside the linens and changed for every client. Please remember we do not know how deep COVID-19 penetrates therefore we cannot guarantee a plastic covering will shield anything underneath it at this point.

Contaminated laundry should be washed immediately, where appropriate; otherwise store in a container with a lid, if you can line the container and wash that too then you are able to further reduce the possible spread of infection. Try to keep 'work / contaminated' laundry separate.

When applying or removing linens imagine they have a precious covering we do not want to disturb – hold away and peel off/on slowly. Try not to hold potentially contaminated laundry next to your body and wash all laundry, as discussed, with detergent on 60 degrees Celsius and then tumble dry on a hot setting.

Do not leave damp laundry in the machine as bacteria thrive in these conditions and will reproduce dramatically.

Ensure you are using PPE to handle and clean hands after.

### ➤ **The removal of waste**

The removal of waste must be safe.

General waste must be disposed of in a bin, with a liner and lid, operated with a pedal.

Keep any waste containing human fluids separate, in yellow refuse bags which are sealed and removed by a specialist company.

Sharps must be disposed of in appropriate sharps boxes and again removed by a specialist company.

You may realise there is going to be more disposal of single use items during this time therefore ensure you have the facilities to manage this safely.

Don't forget to clean the waste bins/boxes with detergent.

Ensure you are using PPE to handle and clean hands after.

### ➤ **Deliveries**

Where possible, arrange for deliveries to be taken outside of client appointment times or is there an area where deliveries can be left safely?

## **The Treatments**

As mentioned previously, although we all work within the same industry, we all offer slightly different treatments, we have tried to target them as a collective but please look into specifics for your own business.

### ➤ **Prior to treatment**

Where possible it would be great to start contacting your clients prior to their appointment. As most of you will usually do a verbal catch up prior to an existing client – this could be done over the phone to check their health condition. If you are seeing a new client can they fill out an online consultation form?

\*\*PLEASE note: Storing information digitally will minimise contact time and possible contamination via paperwork but however you are keeping client confidential information, you will need to sign up with Data Protection.

Prepare a client disclaimer / screening statement for them to complete prior to treatment.

If a client states they have a condition which places them at high risk from COVID-19 – will you treat them? This may be classed as a new 'total' contraindication.

On the day of the treatment be prepared and think about social distancing measures between clients by asking them to arrive on time for their appointment and not early. Will you be taking your client's temperature or will you ask them to do it prior to their treatment? Ensure you document the result and who took it.

Think about your welcome – it must now be verbal, no hugs or handshakes! Ask your client to wash their hands either with soap and water or hand sanitiser.

### ➤ **During the treatment**

As mentioned above we spoke about getting rid of 'non-essential' items this could include a bolster and pillows as we are unsure of how far the virus penetrates therefore even if we clean/wash the outer casing we don't know if it has travelled further, therefore consider using towels instead as we are able to change and wash these items for each client.

If the client is required to wear a mask, either your or their preference, then a prone lying treatment may become uncomfortable so learning to adapt the treatment to side lying may be appropriate at times.

As I am sure is usual protocol, ensure when working with client's hands or feet they are thoroughly cleaned/soaked before commencing treatment, including under the nails.

### ➤ **After the treatment**



Ask your client to wash their hands either with soap and water or hand sanitiser as they leave.

Give verbal aftercare advice and anything specific such as limiting or no contact with high risk individuals as much as possible, stay safe and alert.

Ensure you allow adequate time to deep clean the working environment after your client and before your next client; many are stating 30

minutes – this will allow for products to be left for the appropriate amount of time to be effective. NOTE – it would be a professional approach to allow clients to see at least some of the measures you are taking to provide a safe environment.

Safe and effective donning, doffing and disposal of PPE after each client.

### ➤ **Home visits**

There have been conflicting statements with organisations about home visits; some saying you must wait until all restrictions regarding visiting others at home are lifted and others saying when home work can commence you can too.

Ultimately, check with your insurance and listen carefully to the guidelines.

When offering a home visit service, the hygiene conditions are out of your control. You can implement some measures to control this as much as possible. For example;

- Treating long-term, reliable and trust worthy clients
- Asking clients to be the only person in the house during the treatment
- Sending your client, a list of hygiene measures you would conduct at a permanent premises and whether they can complete the same/similar tasks to meet your and their needs

- Ensuring you treat them the same as much as possible as if they were coming into a permanent premise, e.g. disclaimer, PPE.
- You can ask clients to provide their own linens to reduce contamination during travel in and out of their homes and within the transport environment.
- Can you effectively clean the bag you transport your equipment in? Keep items to a minimum.
- If you take linens, have a storage container for contaminated items; labelled, with a lid.
- Will you be able to maintain hygiene between clients e.g. change your clothes
- Consider any pets and discuss this with your clients

And remember your mode of transport, i.e. your car, is part of your working environment therefore ensure you disinfect commonly touched areas for example; door handles, steering wheel, gearstick and seat belt.

### ➤ **Equipment**

As with practices prior to COVID-19 the equipment being used needs to be clean for every client.

Ensuring products are kept in closed containers or discarded.

Empty all equipment such as wax and disinfect before refilling, some of you may already use disposable pots along with disposable spatulas. I am sure it goes without saying not to double dip. It has been stated that wax equipment is seen as contaminated waste therefore dispose of correctly.

You may want to think about halting or reducing the use of clinical tools due to the additional possibility of spreading infection but if you continue using tools ensure they are either disposable/single use or sterilised before and after use e.g. hot stones.

Safe storage of sterilised items afterwards.

Sterilise equipment immediately or store in labelled, lidded containers and potentially immerse in an appropriate cleaning detergent.

It is a great idea to have tools which have already been sterilised/disinfected ready.

The use of disposable hair-dressing gowns or washing and changing gowns between every client.

Consider whether couch roll is a necessity! It is a disposable item but is it effective enough for what we will require it for - we have all seen how easily it tears. If you want an additional barrier look at disposable couch covers and face cradle covers instead. Also couch roll tends to accumulate additional dust particles which will be airborne when used.

Also consider whether your oil belt is a necessity! It will be frequently touched during the massage and is likely made from fabric therefore difficult to effectively disinfect.

### ➤ **Disclaimer**

As mentioned above it is important to get your clients to fill out a disclaimer prior to treatment. This is for your client to confirm that they have –

- No symptoms of COVID-19 (you may wish to list them)
- Not been in contact with anyone who has COVID-19 or symptoms of COVID-19
- Not been living with anyone who is poorly or self-isolating
- Not been ill recently and neither has anyone in their household; including a cough or high temperature/fever
- Not travelled anywhere recently, if so where?

You may also wish to ask them to check their temperature prior to their appointment or conduct one whilst at their appointment and if so, make sure you document this.

You should also have a disclaimer regarding yourself.

### ➤ **Additional notes**

Are you comfortable offering all your previously offered treatments? Government guidelines may affect this anyway i.e. facial treatments, hot and cold stones, cupping, acupuncture? Will you adapt or restrict particular treatments?

Dust may be a particular issue for you dependant on the treatments provided; consider how / if you can safely and effectively capture any additional dust created i.e. nail treatments.

## **The Therapist**

Regardless of the environment you work in; salon, home, rental space/chair, home visits etc. make sure you know what is expected of you within the working environment and throughout treatments e.g. cleaning, frequent hand washing, PPE and documenting.

Do not carry out any treatment if you feel unwell.

Write a disclaimer and take your temperature at the beginning of each working day and document.

Place your personal belongings in a storage container with a lid and label to keep isolated. Ensure this container can be cleaned appropriately.

Wear a uniform which is specifically for work; change and wash it regularly and consider your footwear. Your uniform should ideally be short sleeved to allow access to the elbows for hygiene.

These may be things you already consider in your working roles: no jewellery, short nails and no nail varnish or acrylics.

Avoid unnecessary handling



Have your hair tied back

Avoid touching your body or clothes; face in particular and wash your hands if you do.

Use your own pen and ask clients to bring their own

Use digital documents rather than hard/paper copies.

Consider how you will get signatures.

Only work with one client at a time.

Do check with your insurance but our investigations suggest it is likely that once the government allow the return of our industry you will once again be covered. They will expect you to be taking the necessary protocols and documenting. If you open / start again prior to this you will not be insured and it may be considered a breach of conditions.

Always check and follow the most up to date guidelines given to you by your professional body, the NHS, WHO and the Government.

## **The Client**

Firstly, you must ensure that your client is aware of all of the new procedures you will be implementing. You can start this now; you can get in contact with them and discuss via phone, email, social media or post and ask them to acknowledge that they understand and will comply.

It is great to get in contact with clients and discuss any concerns they may have and provide all steps you are doing to ensure their safety.

Ensure they know -

- Any changes to forms or anything the need to do prior to their appointment i.e. disclaimer
- Any changes to payments
- Anything additional they need to bring; face mask? Water? Own sanitiser?
- Temperature checks and whether you will be performing them or they need to.
- New procedures i.e. cleaning and gloves, we need to check for any allergies or intolerances they may have especially if anything is new, make sure it is documented.
- They must inform you if they develop symptoms after the treatment.
- Arrival and departure requirements; such as do not arrive early, leave immediately, where possible arrive alone with minimal personal belongings.

It is a good idea to provide the client with a 'safe as possible' place for their belongings, just like the therapist. i.e. a storage box, with a lid which can be sterilised in between clients.

## **Useful Links**

Working Safely during the Coronavirus outbreak - <https://www.hse.gov.uk/news/assets/docs/working-safely-guide.pdf>

Risk Assessments - <https://www.hse.gov.uk/risk/controlling-risks.htm>

Hand Washing - <https://www.nhs.uk/live-well/healthy-body/best-way-to-wash-your-hands/>

Coronavirus Safety and PPE - <https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19/offices-and-contact-centres#offices-5-3>

Infection control and donning and doffing PPE - <https://www.england.nhs.uk/coronavirus/primary-care/infection-control/>

Coronavirus Risk Factors - <https://www.nhs.uk/conditions/coronavirus-covid-19/people-at-higher-risk/whos-at-higher-risk-from-coronavirus/>

Symptoms and actions - <https://www.nhs.uk/conditions/coronavirus-covid-19/symptoms/>

## Just for fun – Can you complete this Wordsearch?

R O T A L I T N E V I R O S L R O Z  
E A O T S I D D I S I N F E A S I T  
T D M I S O L L G C F N I N I S C E  
K R G N S H I E L U O P F C R V L M  
A O S F I H S I O I P U E P E E B P  
E P B E F N I H S U R I V I T N A E  
L U R C O U G S T F E V E L C T R R  
C V E T U R I V A F E V R E A I E A  
J O D I N M A S K F C H U A B L N T  
S L V O S V T E A V E F N L I L L U  
N G L N U U A V L N A T M E T E U R  
A N A L C L E O E S I D Y E N T V E  
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D A O L E L C O F O E O I H S O L A  
B S C A P E N T S A T N O R P X C C  
I T N A T C E F N I S I D E P Y A O

**Transmission**

**PPE**

**Infection**

**Virus**

**Mask**

**Gloves**

**Cough**

**Droplets**

**Disinfectant**

**Clean**

**Sanitiser**

**Shield**

**Isolation**

**Temperature**

**Fever**

**Antibacterial**

**Ventilator**

**Vulnerable**

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- Indian Head Massage
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- Reiki & Seichem - Practitioner Level
- Tarot Diploma

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- Archangel Practitioner Course
- Aromatherapy for Beginners
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- EFT – Emotional Freedom Techniques
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- Past Life Regression
- Psychic Development
- Tarot Diploma
- Teacher Training Course - Level 3 Formerly known as PTLLS
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You may be an excellent therapist but just not very good at marketing yourself, let us help you and make it very easy for you.

It will cover all aspects of how to get new clients and how to grow your business. To save on trees and to keep this manual cost down so it is affordable for all, this is a downloadable manual so you can choose to read it on your PC or you can also print it out to read through in hard copy if you wish.

## Feedback

*The marketing manual is another amazing item from Gateway Workshops designed to help the therapist, either those starting out or established therapists wanting that little bit more help. It is very well written and answers all questions that you may have on marketing and starting your own therapy business. I wished there was something like when I first started out, I have printed and laminated it, and have referred back to it many times.*

*Well done Gateway Workshops on providing therapists with a much needed manual.*

*Jo - London*

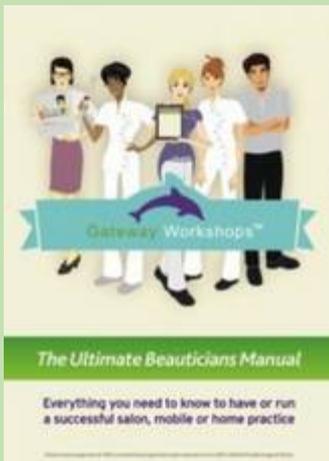
## Feedback

*This was the best ten pounds I have spent this month! I love this manual it was so helpful and such a bargain thank you so much! Loved it and highly recommended for anyone who is thinking about it well worth it.*

*Thanks again*

*Terry - South Wales*

## GATEWAY BEAUTY MANUAL



A must for all beauty therapists - This popular manual is vital if you are new to the beauty business or if you are established therapist as it is everything you will need to run a successful salon, mobile or home practice.

EASY AND SIMPLE TO FOLLOW STEPS THAT ANYONE CAN FOLLOW

This manual is just £10 - to order, visit the product section of our website, the link can be found on our home page.

We have put together all the information our students have asked their tutors over the years so it can all be found in one

place.

Why is this manual so popular?

It has everything in one place without you having to buy loads of books on each subject!

SIMPLE AND EASY STEPS TO FOLLOW THAT WORK!

That is why this manual has been so popular with all of our beauty therapists who have either trained with us or just visited our site to buy this manual.

## **Feedback**

Hi Sue

*Just been reading the beauty manual, just like the marketing and accounts ones it's brilliant, I wish they did something like this in colleges etc, it is very informative and leaves no stone unturned. Well done on yet another great manual. Joanna Wright*

If you have just booked a course with us today, when you order this manual it will be saved and will be added to your course booking.

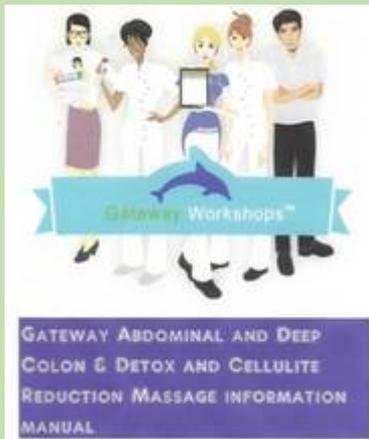
You can also just order this manual without booking a course and even if you have not trained with us before. This manual is for everybody at the discount price.

This manual is available both for visitors to our site (even if you are not taking one of our courses) and also available to therapists who take or have taken our courses. We also sell a marketing manual for those wanting more in-depth knowledge of this area, it too can be found in our product section of our site and is very popular with our students.

To save on trees and to keep this manual cost down so it is affordable for all, this is a downloadable manual so you can choose to read it on your PC or you can also print it out to read through in hard copy if you wish.

## **Gateway Abdominal and Deep Colon and Detox and Cellulite Reduction Massage Information Manual**

We have launched a new information manual and it is flying off the shelves and proving very popular! Available at a discount price of just £10 – half price!



Great for qualified therapists who want more information on these types of massage to see if they would benefit from adding it to their repertoire or for the beginner who wants to help friends or family with their health problems through these types of massage.

A wealth of information on two popular types of massage for you to use to either make your mind up to book a course with a provider or help your friends and family with specific health problems.

### **Why purchase this Manual?**

Useful techniques to help various health conditions such as Irritable Bowel Syndrome, bloating and other disease/symptoms of today's fast paced, fast food lifestyle by using these massage methods to improve digestive health and to detoxify the system.

Easy to follow, comprehensive information which really helps you understand what's involved in these two massage therapies.

This manual is for everyone at the discount price (two information manuals for the price of one!)

It is for anyone who has NOT done the abdominal or detox massage courses with us, but wished they had before it was retired to make way for new courses. We have included the most important parts from both course manuals that we had and also added some new bits too! This way you are still able to have access to this wonderful information without the expense of buying books on these two subjects.

**NEED A TELEPHONE NUMBER THAT CAN MOVE AROUND WITH YOU? – THERE IS AN EXCELLENT COMPANY WE USE AND RECOMMEND:**



**HOW 0333 & 0330 NUMBERS WORK**

Are you looking for a telephone number that can move around with you?

Here at Gateway Workshops we bought our 0333 telephone number some time ago now, it was cheap, quick and easy and we have never looked back. We have an excellent service and it can be tailor-made to fit your requirements, the company we went through

even offer an answering service and is ideal for the busy therapist.

**We have been asked by several therapists for a reliable company to sign up with, due to the demand for this information we decided to help by recommending who we use.**

03 numbers are 'virtual' and sit on an existing landline or mobile, 03 numbers differ from other ranges as they are cheap to call - even from mobiles. This is really important for businesses receiving a lot of calls from customers on mobiles, as other non-geographic numbers like the 0800 ones are expensive to call from mobile phones.

When a customer dials your 0330 or 0333 number the call is instantly routed to your existing landline or mobile number and this can be set up quickly and you don't need to install and maintain any software or hardware.

**INTERESTED... WANT MORE INFORMATION?**

We just need the following from you: Your name, Company name, Email address, Current phone number. THAT IS IT!

And we will do the rest: [sue@gatewayworkshops.co.uk](mailto:sue@gatewayworkshops.co.uk). We will send over your information and ask someone to contact you to discuss your options.

**They are a friendly service without the hard sell and here at Gateway we highly recommend this phone option.**

**N.B. Please note the information in this material is a guide outlining what we have researched and we have tried to make it as accurate as possible, however the current situation is evolving and Gateway Workshops cannot be liable for any discrepancies which may have occurred as information is subject to change. Please remember to always follow guidance from the Government, World Health Organisation (WHO), the NHS and your insurance companies. Please note there are some variances within the UK so make sure that you know the regulations for in your area, whether you're in England, Wales, Scotland or Northern Ireland.**

Please be aware insurance companies will not cover practitioners to work until there has been an explicit government announcement allowing clinics to reopen. There may be differences in Scotland, Northern Ireland and Wales who are taking a more conservative approach to relaxing regulations so please keep up to date with the appropriate Governmental Body for your area.

## **Certificates**

On the following pages, we have added the certificates you are able to print out and use.

We have provided a space for you to add your personal name or salon name in the gap on the certificate if you wish to include this.

This certificate can be displayed in your salon/spa on your wall, window or door to give your clients the reassurance they may need, to know you are up to date with all the hygiene, health and safety standards that are required. This works in a similar way to the restaurants that have a hygiene rating, where they display a sticker on their door showing their rating. We appreciate it is not exactly the same but even though you have not had an inspection at your premises, by displaying the certificate it will give your clients confidence that you are taking their health safety seriously as you have completed the most up to date course on COVID-19 Hygiene and safety.

Est 1998



GatewayWorkshops™

Training School for Massage, Beauty & Healing

# Certificate of Achievement in

Covid-19 Certification - Year 2020

Presented to

## Beauty Industry Professional

Has Completed the Following Gateway Workshops LTD Course  
The Health, Safety & Hygiene - Returning to Work COVID-19 Course

Course provided by  
Gateway Workshops LTD

*Sue Bailey*

Sue Bailey - Director/ Owner



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GatewayWorkshops™

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## Covid-19 Certification - Year 2020

Presented to

# Massage & Holistic Professional

Has Completed the Following Gateway Workshops LTD Course  
The Health, Safety & Hygiene - Returning to Work COVID-19 Course

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Covid-19 Certification - Year 2020

Presented to

### Hair Industry Professional

Has Completed the Following Gateway Workshops LTD Course  
The Health, Safety & Hygiene - Returning to Work COVID-19 Course

Course provided by  
Gateway Workshops LTD

*Sue Bailey*

Sue Bailey - Director/ Owner



