

THE WHITE ROOM
Bespoke Cosmeceuticals

COVID 19 | REOPENING POLICY

THE AIM OF THIS POLICY IS TO

- INTRODUCE YOU TO THE NEW NORMAL TO REDUCE ANY ANXIETY
- TO DEMONSTRATE THE ADHERENCE OF GOVERNMENT + INDUSTRY GUIDANCE
- TO PROTECT CLIENT, PRACTITIONER + WIDER COMMUNITIES HEALTH + WELLBEING
- TO ENSURE A SMOOTH REOPENING + REBUILDING OF MY BUSINESS

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PRIOR TO YOUR APPOINTMENT

ALL CLIENTS WILL HAVE BEEN SENT + COMPLETED/ RETURNED THE COVID SCREENING QUESTIONNAIRE 24-48 HOURS BEFORE THEIR APPOINTMENT (LIKE THE CONSENT FORMS, THEY'LL LIKELY HIDE IN YOUR JUNK MAIL!)

THIS QUESTIONNAIRE WILL ALLOW ME TO ASSESS ANY MEDICAL OR ENVIRONMENTAL RISK, SUCH AS SYMPTOMS, RECENT TRAVEL, SELF-ISOLATION, SHIELDING, THAT MEASURE THE TREATMENT RISK + ENSURE SUITABILITY

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CLINIC PRESENTATION

THE CLINIC WAS PREVIOUSLY VERY CLINICAL, THEREFORE YOU WILL NOTICE MINIMAL CHANGE, OTHER THAN THE REMOVAL OF ANY SOFT FURNISHINGS AS THESE ARE UNABLE TO BE SUFFICIENTLY SANITISED IN BETWEEN APPOINTMENTS

THE WHITE ROOM NOW HAS ITS OWN ENTRANCE, THROUGH THE GATE + ITS OWN SEPARATE DOORS. THE GATE IS MAGNETICALLY LOCKED AND WILL BE UNLOCKED ONCE I KNOW YOU HAVE ARRIVED

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DAY OF YOUR APPOINTMENT

ON THE DAY OF YOUR APPOINTMENT, IT IS TRUSTED THAT YOU ARE NOT EXPERIENCING OR PRESENTING WITH ANY OF THE FOLLOWING SYMPTOMS:

NEW, CONTINUOUS COUGH
HIGH TEMPERATURE
LOSS OF OR CHANGE TO YOUR SENSE OF SMELL/ TASTE
BEEN ASKED TO SELF ISOLATE

IF SO, PLEASE LET ME KNOW AND WE CAN RESCHEDULE YOUR APPOINTMENT

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ATTENDING YOUR APPOINTMENT

ATTEND YOUR APPOINTMENT ALONE + WITH MINIMAL BELONGINGS

PLEASE RING THE DOORBELL TO LET ME KNOW YOU'VE ARRIVED

I WILL THEN OPEN THE GATE FOR YOU, PLEASE ENSURE IT IS PUSHED TOO

THE CLINIC ENTRANCE IS AT THE FRONT OF THE CONSERVATORY

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PPE AT YOUR APPOINTMENT

WHEN ATTENDING THE WHITE ROOM I WILL ALREADY HAVE SANITISED MY HANDS + BE IN SINGLE USE PPE WHICH WILL INCLUDE

MASK | GLOVES | APRON | FACE SHIELD DURING TREATMENT

IT IS EXPECTED THAT ON ARRIVAL, YOU WILL FOLLOW THE RECOMMENDED GUIDANCE OF:

APPLY A PROVIDED MASK

WASH YOUR HANDS FOR 60 SECONDS ON ENTERING THE CLINIC

WASH YOUR HANDS FOR 60 SECONDS AS LEAVING THE CLINIC

DISPOSE OF YOUR MASK ON LEAVING THE CLINIC

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NECESSARIES AT YOUR APPOINTMENT

THE TOILET IS THROUGH MY HOME, IT IS STILL AVAILABLE SHOULD IT BE NECESSARY
SOFT FURNISHING WILL BE REMOVED, ONCE ONLY HAND TOWELS PROVIDED + WIPES IN SITU TO
SANITISE SURFACES AFTER YOU HAVE USED THE FACILITIES AS PER GOVERNMENT
RECOMMENDATIONS

I WILL NOT BE PROVIDING REFRESHMENTS FOR A LITTLE WHILE, TO AVOID HAVING TO ENTER MY
HOME/ REAPPLY PPE, SO BRING A DRINK WITH YOU IF NEEDS BE, BUT KEEP IT IN YOUR BAG

IT MAY FEEL A TAD FORMAL AT FIRST AS THIS IS NEW, BUT KNOW THE RISK IS MINIMISED DUE TO
PRIOR SCREENING, SO TAKE COMFORT THAT WE ARE BEING AS SAFE AS POSSIBLE OR THE
APPOINTMENT WOULDN'T BE OCCURRING

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PAYMENT

CONTACTLESS PAYMENT IS PREFERRED

I CAN TAKE CARD PAYMENTS, OR
YOUR WELCOME TO BANK TRANSFER AT THE APPOINTMENT

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REDUCING THE RISK

THE WHITE ROOM ETHOS IS TO NEVER OVERLAP APPOINTMENTS, WITH LONGER THAN NECESSARY APPOINTMENT SLOTS – THERE OF COURSE WILL BE NO CHANGE ON REOPENING

I DON'T HAVE A WAITING ROOM AS ONLY WORK ON A 1:1

IN BETWEEN EVERY APPOINTMENT THERE WILL BE A MINIMUM OF 30 MINUTES WHERE I WILL AIR THE CLINIC. ALL WINDOWS AND DOORS WILL BE OPENED TO ENSURE AIR IS CIRCULATED

AS USUAL ALL SURFACES AND EQUIPMENT WILL BE SANITISED, SINGLE USE ITEMS + PPE DISPOSED OF IN CLINICAL WASTE

THERE WILL BE NO SOFT FURNISHINGS IN THE CLINIC AS THESE SURFACES ARE POROUS

ALL UNIFORM WILL BE WASHED AT 60°

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THANK YOU ♡

IF YOUR READING THIS, YOUR EITHER A PAST, PRESENT OR MAYBE FUTURE CLIENT, EITHER WAY;
THANK YOU!

I'M GRATEFUL THAT YOU'VE TAKEN THE TIME TO DIGEST THIS POLICY AND CARE, GETTING THE
NEXT STEPS RIGHT, ABOUT OUR HEALTH + THE FUTURE OF MY LITTLE BUSINESS

I CANT WAIT TO SEE YOU

... AMIE X

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USEFUL LINKS

IF YOU HAVE SYMPTOMS OF COVID19 AND REQUIRE A TEST

[HTTPS://WWW.NHS.UK/CONDITIONS/CORONAVIRUS-COVID-19/TESTING-AND-TRACING/ASK-FOR-A-TEST-TO-CHECK-IF-YOU-HAVE-CORONAVIRUS/](https://www.nhs.uk/conditions/coronavirus-covid-19/testing-and-tracing/ask-for-a-test-to-check-if-you-have-coronavirus/)

SELF ISOLATION ADVISE + WHEN TO GET TREATMENT

[HTTPS://WWW.NHS.UK/CONDITIONS/CORONAVIRUS-COVID-19/SELF-ISOLATION-AND-TREATMENT/](https://www.nhs.uk/conditions/coronavirus-covid-19/self-isolation-and-treatment/)

STAYING ALERT + SAFE SOCIAL DISTANCING

[HTTPS://WWW.GOV.UK/GOVERNMENT/PUBLICATIONS/STAYING-ALERT-AND-SAFE-SOCIAL-DISTANCING/STAYING-ALERT-AND-SAFE-SOCIAL-DISTANCING](https://www.gov.uk/government/publications/staying-alert-and-safe-social-distancing/staying-alert-and-safe-social-distancing)

WORLD HEALTH ORGANISATION | CLEAN HANDS

[HTTPS://WWW.WHO.INT/GPSC/CLEAN_HANDS_PROTECTION/EN/](https://www.who.int/gpsc/clean_hands_protection/en/)