Once you are open

Checklist for Business Owners / Managers

Staff and management policies and practices

☐ Check with your staff that they are aware of, and understand, the resources and support services available to them.

☐ Encourage staff to complete the Staff Coronavirus (COVID-19) Health Questionnaire before every shift. This can include a temperature check with a thermometer.

☐ Direct staff to stay at home if they have a fever (a temperature of 37.5°C or greater), or if they have any symptoms.

☐ Encourage staff who are unwell to be tested for coronavirus (COVID-19). Staff must remain in isolation at home until they get the result and it is negative for coronavirus (COVID-19).

☐ Require your staff to contact a manager if they notice a co-worker or manager with symptoms of coronavirus (COVID-19).

☐ Assign workers to specific workstations to minimise the need to go into other spaces and time breaks to ensure social distancing.

Clients

☐ Encourage all clients to download the CovidSafe App to assist contact tracing.

☐ Encourage online and phone bookings and limit the number of walk-up clients to your premises.

☐ Inform clients of expectations before they attend their appointment. This includes:
   ☐ Staying at home if they feel unwell
   ☐ They will need to provide their details for record keeping
   ☐ Washing their hands or using alcohol-based hand sanitiser upon arrival
   ☐ Requesting clients not to bring friends or family members to appointments.

☐ Clients and staff must not be barefoot between treatments. Clients should use their own shoes or businesses may consider the use of single use disposable slippers.

☐ Ensure clients and staff are provided with hand washing facilities or appropriate alcohol-based hand sanitisers.
Record-keeping

☐ Record visitor and client contact details on arrival, with name and a telephone contact number for every member of a party, including children. Remember to minimise the number of people who touch your record keeping surface and securely store contact details for at least 28 days.

☐ Securely destroy visitor and client contact details after 28 days.

Environment and cleaning

☐ Ensure cleaning and sanitising procedures are thoroughly implemented.

☐ Clean frequently touched areas and surfaces at least hourly with detergent or disinfectant (including shared, reusable instruments and equipment, ATM machines, Eftpos equipment, tables, counter tops and sinks).

☐ Any surfaces used by clients must also be cleaned between clients. Ensure appropriate sterilisation of relevant equipment between clients. Ensure enough time is kept between appointments to allow for cleaning and sterilisation.

☐ Reduce the sharing of equipment and tools, and remove books, magazines and iPads from waiting areas.

☐ Refrain from using product testers or samples on more than one client. Clients should refrain from any unnecessary contact with products they are not purchasing.

☐ Refrain from offering communal refreshments or water stations.

Deliveries, contractors and visitors attending the premises

☐ Where practical, require delivery drivers or other contractors visiting the premises to limit physical interaction with workers.

☐ Use electronic paperwork where practical. If a signature is required, discuss providing a confirmation email instead, or take a photo of the goods onsite as proof of delivery.