

**> BE COVID SAFE.
HELP NSW STAY IN BUSINESS.**



Your COVID-19 Safety Plan

For beauty and other services (including spas, nail, waxing, tanning and hairdressing salons, and massage and tattoo parlours)

Business details

Business name	Arayana Thai Massage
Business location (town, suburb or postcode)	Smithfield
Completed by	Homayon saghari
Email address	homayonsaghari@gmail.com
Effective date	12 February 2021
Date completed	22 February 2021

Wellbeing of staff and customers

Exclude staff and customers who are unwell from the salon.

All staff who are working there have been told to stay at home if they feel unwell and go for test.health screening checks conducted for staff and clients

Provide staff with information and training on COVID-19, including when to get tested, physical distancing, wearing masks and cleaning.

Information made available for all staff and all the updates provides by CEO daily in meeting zone

Make staff aware of their leave entitlements if they are sick or required to self-isolate.

All staff made aware of leave entitlement and modifications made to the policy to provide additional leave access in advance

Display conditions of entry (website, social media, salon entry).

Signs are visible at the entry point of the salon

Other types of venues or facilities within the premises must complete COVID-19 Safety Plans where applicable. If contact details are captured electronically upon entry to the main premises on the relevant day, additional collection of contact details via electronic methods may not be required if there is no other public access to the sub-premises. However, additional contact details and time of entry must be captured where these sub-premises are indoor gyms, nightclubs, dine-in hospitality venues, pubs and bars.

No other types of venues/facilities within Arayana Thai massage . Just one main points of entry to whole building with QR code compulsory registration at each.

Physical Distancing

Capacity must not exceed one customer per 2 square metres of space. Children count towards the capacity limit.

Capacity will not exceed this requirement unless updated by a new Public Health Order.

Consider having face masks available for customers should they choose to wear one, particularly in indoor areas where it may be difficult to maintain physical distancing.

All of our staff have been told that it's our policy to have face mask till we will receive new roles by public health order also we have got face masks available for our clients in our reception.

Reduce crowding wherever possible and promote physical distancing with markers on the floor in areas where people are asked to queue, such as at the counter.

All of the requirements have been implemented by Arayana Thai Massage and will continue for the foreseeable future. Social distancing markers are in place across the public areas.

Where possible, ensure staff maintain 1.5 metres physical distancing at all times (including at meal breaks and in offices or meeting rooms) and assign workers to specific workstations. If staff are not able to physically distance, or work in a role with significant public interaction, strongly recommend they wear a face mask, if practical.

This requirement for staff will be promoted widely and as part of daily inductions for.

Ensure seating in waiting and treatment areas complies with physical distancing of 1.5 metres, where possible.

We've taken our seats away after the pandemic, we've only put two massage chairs ensuring that they are 1.5 m away from each other

Use telephone or video for essential meetings where practical.

meetings between staff and clients will take place over the phone or video call wherever practical.

Where reasonably practical, stagger start times and breaks for staff members.

The size and number of breakrooms /kitchenettes/green rooms provide ample room to accommodate social distancing between staff members. Visiting companies will be allocated specific areas for breaks, separate from other companies who may be present in the Centre at same time.

Consider physical barriers such as plexiglass around counters with high volume interactions with customers.

Our receptionist is behind a glass protective panel. Clients must stand 1.5m away from the reception desk window when seeking assistance. Arayana Thai Massage open refreshment service areas prevent installation of plexi-glass panels but standard precautions are in place as recommended for these areas. Staff will be provided with and strongly encouraged to wear face masks.

Review regular deliveries and request contactless delivery / invoicing where practical.

We've requested the deliveries to be left in our front door unless sign is required then our receptionist who have been trained and informed will be signing as required.

Have strategies in place to manage gatherings that may occur immediately outside the premises.

Arayana Thai Massage staff will actively disperse any post-show crowds gathering outside of our premise where visible.

Hygiene and cleaning

Adopt good hand hygiene practices.

Toilet and dressing area equipped with regularly replenished hand soap and paper towel. All hand railings and other high-touch surfaces are cleaned daily and periodically during day, including between multiple performances in one day.

High Traffic areas (foyer floors, stair-cases etc) are mopped or vacuumed daily.

All public-facing staff wear gloves and use hospital grade disinfectant.

Cleaners must adhere to approved checklist in-line. Hand hygiene signage throughout foyers and bathroom.

Ensure bathrooms are well stocked with hand soap and paper towels or hand dryers.

toilet and dressing room have soap and towel dispensers, which are regularly monitored and replenished by staff as required.

Any surfaces customers touch should be cleaned with a detergent or disinfectant solution or wipe between each customer. Towels and linen should be laundered between customers.

Our staff have been told to have detergent handy and after that the clients have touched the surface has to be cleaned by detergent.

All the towels getting washed and dried after service.

Clean areas frequented by staff or customers at least daily with detergent /disinfectant. Clean frequently touched areas and surfaces several times per day with

a detergent or disinfectant solution or wipe.

A comprehensive brief has been developed for cleaners, and a weekly schedule provided to ensure additional cleaning on days when clients are in the salon . These areas are cleaned daily by our staff . High-touch areas will have enhanced cleaning throughout each day.

All hirers must have their own COVID safety plan which includes requirement to clean their own high-touch surfaces (props, sets etc). This safety plan must be provided to Our CEO. Sanitiser is available for staff and clients to use.

Staff will be briefed and trained, to frequently clean their own equipment particularly where reasonably practicable.

Maintain disinfectant solutions at an appropriate strength and use in accordance with the manufacturers' instructions.

All disinfectant used is of hospital grade. If disinfectant is to be diluted, manufacturers instructions will be followed.

Remove product testers or samples from public access.

All of our tester oil have been taken away and there is no more testers available till new updates about the COVID-19.

Remove books, magazines, pamphlets and iPads.

All the magazines that we've got have been taken away and our staff have been informed to keep them away till new updates from Health department

Staff are to wear gloves when cleaning and wash hands thoroughly before and after with soap and water.

Staff are briefed and trained to wash hands thoroughly with soap and water before and after cleaning. Departments with cleaning responsibilities will be provided with a COVID cleaning kit that includes disinfectant, paper towels, alcohol wipes, disposable gloves and face masks.

Encourage contactless payment options.

Clients will be encouraged to purchase our services online or by contactless methods

In indoor areas, increase natural ventilation by opening windows and doors where possible, and increase mechanical ventilation where possible by optimising air conditioning or other system settings (such as by maximising the intake of outside air

and reducing or avoiding recirculation of air).

In addition we've taken away the door bell and have left the entry door open to let clients walk in without touching the entry door , Arayana Thai Massage is fortunate to have a massive glass door entry that is usually only opened (manually).

Arayana Thai Massage's air-conditioning is of high quality and is set to maximise air cleaning and ventilation

Record keeping

Keep a record of the name, contact number and entry time for all staff, customers and contractors for a period of at least 28 days. Contact details must be collected for each person using a contactless electronic method, such as a QR Code or similar. Hairdressing salons must use the NSW Government QR code system. Processes must be in place to ensure that customers provide the required contact information, such as by checking customer phones for the green tick to confirm they have checked in. Records must be provided as soon as possible, but within 4 hours, upon request from an authorised officer.

Note: If a person is unable to provide contact details, for example due to age or language barriers, another person may provide contact details on their behalf. If there are unexpected circumstances which prevent the use of electronic methods to collect contact details (such as an internet outage), any paper records must be entered into an electronic format such as a spreadsheet within 12 hours.

As per guidelines, full-contact details of all people entering our salon are recorded via the NSW Government Service Now app/website. Confirmation of registration is checked by a staff member upon entry.

Clients who are experiencing difficulty with the QR check-in system will be assisted by our receptionist in reception.

Ensure records are used only for the purposes of COVID-19 contact tracing and are collected and stored confidentially and securely. When selecting and using an electronic method of record collection, take reasonably practical steps to protect privacy and ensure the records are secure. Consider the 'Customer record keeping' page of nsw.gov.au

Records are sent directly to NSW Health via the Service Now app/website.

Make your staff aware of the COVIDSafe app and its benefits to support contact

tracing if required.

All staff are encouraged to download and run the COVID Safe app. Patrons are also encouraged to download the app on our website and in the pre-show email.

Cooperate with NSW Health if contacted in relation to a positive case of COVID-19 at your workplace, and notify SafeWork NSW on 13 10 50.

Yes, Arayana Thai massage agrees to do this.

I agree to keep a copy of this COVID-19 Safety Plan at the business premises

Yes