

Le Masseur Personnel – Appointment protocols and requirements for staff

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This is a living document and subject to change without notice. Please check this document regularly and prior to your appointment. These measures go above the current regulations required but we feel they are necessary to better protect both our staff, clients and the general public.

We have stringent policies and procedures in place to protect both staff and clients and we feel it is important to reassure you of the policies and procedures our staff follow as you might not necessarily be aware of these, given that they happen without impacting on your visit.

As is normal practice for us, all treatment rooms are cleaned and sanitised in-between every appointment, including spraying air purifying disinfectant, with the entire centre receiving a deep clean in the evening.

All linen are washed to a professional standard with cleaning products that kill 99.99% of bacteria as well as going through an anti-viral soak and a hot cycle drying process.

Staff also practice impeccable hygiene, washing their hands and arms before and after every appointment with biocide hand wash and use hand sanitising gels regularly.

As an added precaution, we have stepped up our efforts to include monitoring staff health throughout the day, including regular temperature readings. We would like to reassure you that we have not had any cases amongst our staff.

Each member of staff is subject to the below checks and requirements and have been fully briefed and trained to our new COVID-19 Health and Safety procedures and standards.

We will continue to monitor the situation closely and follow all Government guidelines stringently and continue to execute the utmost levels of health and safety procedures to ensure we maintain the highest possible hygiene standards.

All staff are also required to sign an agreement to demonstrate their commitment to these procedures and standards at all times:

1. All members of staff are temperature checked prior to every shift and throughout the day whilst at work.
2. Staff will work in shifts to avoid unnecessary contact with others.
3. Staff will not enter the building if they or anyone in their household are unwell.
4. All staff are required to use hand sanitiser throughout the day in addition to increased frequency of hand washing.
5. Staff will sanitise and clean touch points and surfaces (such as door handles, counters, light switches etc.) before and after each appointment and regularly throughout the day.
6. All staff will wear masks whilst on-site.
7. Staff performing close-contact services (such as massage and waxing treatments) will wear a face shield at all times during your treatment in addition to a mask.
8. Therapists will sanitise their hands and arms before starting a treatment, in-between every appointment and regularly throughout the day.
9. Therapists are allocated a single room and are not allowed enter any other treatment room, even if vacant.
10. Therapists will sanitise the treatment room prior to your appointment and the treatment room will be aerated in-between each appointment.
11. Staff will replace all linen for each appointment with clean and sanitary linen and replace all disposable linen and sheets
12. Throughout any given day, public areas and surfaces (such as door handles, counter tops, card processing terminals, health intake tablets etc.) are regularly sanitised with disinfected.
13. Staff will social distance amongst themselves and keep the amount of interaction between each other to a minimum.
14. All staff will be subject to daily spot-checks to ensure they are following these commitments and can demonstrate the required cleaning protocols.