

## An important note from SkinSmart

We want all our valued patients to know that the health and safety of our patients and our team is a priority for us.

We are mindful of the current situation regarding **COVID-19 Coronavirus** and understand that as you go about your daily routine, you may have concerns about being exposed to the virus. We are committed to providing and maintaining a working environment which minimises risks to the health of all.

We are following the advice of the Australian Health Department and are reviewing the situation regularly. With that in mind we want to give you an insight into the daily steps we take to maintain our strict hygiene protocols.

We pride ourselves on the standard of cleanliness at our clinic. As we are a medical clinic, our protocols have always gone above and beyond. Here are just a few of our key measures:

- Our clinicians use single-use gloves for all treatments (we minimise the environmental impact of these by using biodegradable gloves where possible)
- Our clinicians wash their hands before and after each patient.
- We wipe down clinic surfaces regularly using anti-bacterial spray.
- Our injectors use individual sterile equipment for each patient's treatment (again we minimise the disruption these cause to the environment by recycling everything we can as part of our Sustainable Salons program).
- Every morning we wipe down and disinfect all surfaces in our treatment rooms, vacuum all rooms in the clinic and mop all floors.
- At the moment we are also regularly sanitising door handles throughout the clinic.
- Hand sanitiser is also available for you to use at reception.
- We sanitise all our makeup brushes after each makeup application.

Our team want you to enjoy the same high level of hygiene they prefer at this time when it is so necessary.

We will continue to meticulously monitor news and advice from the World Health Organization and the Australian Department of Health. We ask any patient or team member who has symptoms or has been in contact with someone exposed to Coronavirus, to stay away until they have the all clear, self-isolating if necessary.

We wish you all good health and thank you for continuing to place your trust in SkinSmart.