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SOUTH AFRICAN ASSOCIATION OF
HEALTH & SKINCARE PROFESSIONALS

GENERAL BUSINESS POST COVID-19 GUIDELINES AND STANDARD OPERATING PROCEDURES

Contents

1	GENERAL GUIDELINES & INFORMATION	4
1.1	PERSISTENCE OF CORONAVIRUSES ON SURFACES	4
1.2	CORONAVIRUS – DROPLETS VS AIRBORN INFECTION.....	4
1.3	BASIC SELF PROTECTION AGAINST CORONAVIRUS.....	4
1.4	MANAGING YOUR WORKSPACE POST COVID-19.....	5
1.5	CLIENTS / GUESTS ENTERERING YOUR WORKPLACE	5
1.6	STAFF WITH CLIENT / GUEST / GUEST IN YOUR WORKPLACE.....	6
1.7	STAFF AND/OR CLIENT / GUEST / CLIENTS / GUESTS / CLIENTS / GUESTS LEAVING YOUR WORKPLACE	6
1.8	ACCEPTING PAYMENTS FROM CLIENT / CLIENTS / GUESTS / CLIENTS / GUESTS	6
1.9	HOUSEKEEPING	7
1.10	GENERAL GUIDELINES FOR TREATMENTS.....	7
1.10.1	DOING TREATMENTS WITH GLOVES AND MASKS	7
1.10.2	SAFELY REMOVING CONTAMINDATED GLOVES	7
1.10.3	SAFELY REMOVING FACE MASK.....	7
1.10.4	INFECTED WASTE DISPOSAL.....	8
1.11	PRE-OPENING PROCEDURE.....	8
1.11.1	Working environment.....	8
1.11.2	People	8
1.11.3	Process	9
1.12	Staff risk assessments.....	10
1.12.1	How to use this guideline for employee Risk assessment.....	10
1.12.2	Risk Assessment Questionnaire.....	11
1.12.3	Record of Staff member.....	12
2.	STANDARD OPERATIONAL PROCEDURE GENERAL	14
2.1	Cleaning & Disinfecting Reusable Masks Procedure SOPMASK001	15
2.2	Restroom & Bathroom Hygiene SOPRR002	16
2.3	Kitchen Area & Washing Dishes SOPKT&WD003	17
2.4	Coughing and Sneezing SOPCS004	18
2.5	Washing Hands SOPWH005	19
2.6	Removal of Shoes SOPSR006	20
2.7	Infected Wastebin Removal SOPWB007	21
2.8	Client / guest Payment SOPCP008.....	22
2.9	Sterilization in the treatment room & Hygienic work protocol – Hand and Foot Treatments SOPHF009	23

2.10 Sterilization in the treatment room & Hygienic work protocol – Nail Enhancements SOPNE010	26
2.11 Sterilization in the treatment room & Hygienic work protocol – Advanced Aesthetic Procedures SOPAA011	28
2.12 Sterilization in the treatment room & Hygienic work protocol – Permanent Make-up Procedures SOPPM012	30
2.13 Sterilization in the treatment room & Hygienic work protocol – Face Treatments SOPF013	32
2.14 Sterilization in the treatment room & Hygienic work protocol – Body Treatments SOPB014	34
2.15 Sterilization in the treatment room & Hygienic work protocol – Lash Treatments SOPL015	36
2.16 Sterilization when creating a makeup look & Hygienic work protocol - Makeup Procedure SOPMK016.....	35

SAAHSP GUIDELINES POST COVID-19

SAAHSP has designed a Post COVID-19 Guideline booklet that can apply to any area in our Industry. These guidelines are designed to assist you in becoming Post COVID-19 efficient.

Your goal and highest priority should be to create an environment in your business where the least amount of cross contamination is possible.

Please see information below and Standard Operating Procedures (SOP) that each could apply in your specific business. Please note that the SOP's will be updated as we progress through the Post COVID-19 Pandemic.

1 GENERAL GUIDELINES & INFORMATION

1.1 PERSISTENCE OF CORONAVIRUSES ON SURFACES

- Surgical Gloves: 8 hours
- Paper: 4 – 5 Days
- Steel: 48 hours
- Glass: 4 days
- Aluminium: 2-8 hours
- Wood: 4 days
- Plastic: 5 days

1.2 CORONAVIRUS – DROPLETS VS AIRBORN INFECTION

- Respiratory infections can be transmitted through droplets of different sizes
- Droplet transmission occurs when a person is in close contact (within 1 m) with someone who has respiratory symptoms (e.g., coughing or sneezing) and is therefore at risk of having his/her mucosae (mouth and nose) or conjunctiva (eyes) exposed to potentially infective respiratory droplets;
- Therefore, transmission of the COVID-19 virus can occur by direct contact with infected people and indirect contact with surfaces in the immediate environment or with objects used on the infected person

1.3 BASIC SELF PROTECTIONS AGAINST CORONAVIRUS

- Washing hands with soap and water for 20 seconds
- And/or use a hand sanitizer of at least 60- 70% alcohol – alcohol is flammable, keep away from heat
- Use a mask
- Persons with compromised immune system should remain at home and avoid contact with people

- Do not shake hands
- Coughing and sneezing must be done in the crook of the elbow or use of a tissue
- Do not re-use unwashed clothes
- Use bleach-based products for cleaning and disinfectant sprays that will not stain

1.4 MANAGING YOUR WORKSPACE POST COVID -19

- As a rule, physical distancing is the best practice
- Create a space where there is minimal client / guest contact on any surface
- Protective items such as gowns, masks and disposable booties, disposable aprons and glasses must be utilized
- Set a limit of how many clients / guests can be booked in the Salon / Clinic / Spa or your space at a time (dependent on the size of the Treatment rooms)
- Consider Virtual Consultations or client / guest information cards to be filled in and scanned prior to their scheduled visit
- Avoid the use of relaxation areas
- Include an additional 15-30minutes to each treatment to alleviate crowds in reception and time to sterilize the treatment room
- Ensure Covid-19 awareness signage is distributed throughout the Salon/Spa/Clinic

1.5 CLIENTS / GUESTS ENTERING YOUR WORKPLACE

- The client / guest must use the disinfectant spray on their hands, hair, clothes & shoes (under and above) prior to entering
- Offer each client / guest a mask should they not have one
- Each client / guest must have their temperature taken prior to entering the premises
- Each client / guest to either leave their shoes outside and fit disposable booties or apply disposable booties over their shoes
- The usual checking procedures and protocols must be followed
- Screen temperature of client / guest before entering business
- Enforce age restrictions according to Government Regulations
- Fill in an Entering register for every person entering the workplace daily

1.6 STAFF WITH CLIENT / GUEST IN YOUR WORKPLACE

- Implement No-touch greeting policies
- Spray disinfectant in the air before the client / guest enters and after the client / guest leaves the Therapy room to ensure bacteria prevention
- Show the client / guest that the treatment bed is being sprayed with Bed Disinfectant Spray before use, ensure no bedding is on the beds.
- Explain to the client / guest that this is a preventative measure and internal protocol to eliminate any form of contamination or exposure against the coronavirus
- Masks, gloves and shields/visors/goggles are compulsory when performing all treatments
- Prior to treatment commencing the Therapist washes hands and forearms in front of the guest and after the treatment with a Disinfectant soap
- It is advised to place steamed hot water with Eucalyptus oil under the treatment bed (as an antiviral precaution)
- Clean the surface with the prescribed cleaning detergent prior to sanitising
- Make use of a UVC lamp that sterilizes all Surfaces
- Therapist can use either the Perspex face shield and/or the medical mask. Each will be preferential based on if the therapist wears spectacles or suffers from claustrophobia

1.7 STAFF AND/OR CLIENT / GUESTS LEAVING YOUR WORKPLACE

- All Treatment rooms must be sprayed with Disinfectant Spray after been cleaned with detergent
- The bathrooms must be cleaned, and Disinfectant Spray used on all surfaces
- The client / guest can remove the mask - which must be sanitized and washed if reusable
- Disposable masks to be placed in the Infected waste bin
- Staff can remove masks, gloves and shoe coverings and dispose

1.8 ACCEPTING PAYMENTS FROM CLIENT / GUESTS

- Strictly no cash payments
- Suggest Electronic Payment with proof of payment provided prior or on day of booking
- Should credit card/debit card payment be the only option, please make use of the tap system or mobile payment app e.g. snapscan
- Hygiene of Merchant Machine – wipe and sterilise unit after every transaction. Ensure not to use a very wet cloth or spray too much. This might damage unit. Should the client / guest still need to sign merchant receipt, please sterilise pen used after use
- Staff member to ensure they sanitise their hands and fingers before using machine



1.9 HOUSEKEEPING

Housekeeping would apply to all areas, but specifically Bathrooms, Kitchen and Front Desk area. Please see Standard Operating Procedure for each allocated space.

1.10 GENERAL GUIDELINES FOR TREATMENTS

1.10.1 DOING TREATMENTS WITH GLOVES AND MASKS

- NB - Ensure client / guest is not allergic to latex, vinyl, or nitrile gloves
- It is advised that Nitrile is the safest option
- Explain to the client / guest that the use of gloves eliminates contamination
- Explain to the client / guest that the use of masks or protective screening eliminates contamination between the Beauty Therapist & Guest during their discussion
- Wash hands thoroughly before and after using gloves
- Do not wear gloves for more than one treatment
- After each treatment place the gloves in the Hazardous waste bin
- Do not wash and re use disposable gloves
- Only disposable headbands on client / clients / guests must be used
- Only disposable wipes must be used on client / guest's face (no mittens)
- Any Sharp Objects used must be discarded into a Sharps Container with certified removal certificate (this will confirm the disposal of the infected hazardous waste bin)

1.10.2 SAFELY REMOVING CONTAMINATED GLOVES

- Pinch and hold the outside of the glove near the wrist area
- Peel downwards, away from the wrist, turning the glove inside out
- Pull the glove away until it is removed from the hand, holding the inside out glove with the gloved hand
- With your un-gloved hand, slide your finger under the wrist of the remaining glove. Do not touch the outer surface of the glove
- Peel downwards, away from the wrist, turning the glove inside out
- Continue to pull the glove down and over the inside-out glove being held in your hand

1.10.3 SAFELY REMOVING FACE MASK

- Wash hands with soap and water or hand sanitizer before touching the mask
- Avoid touching the front of the mask as it is contaminated
- Face mask with ear loops – hold both ear loops and gently lift and remove the mask

- Face mask with ties – untie the bottom bow first then untie the top bow and pull the mask away from you as the ties are loosened
- Throw the mask in a bin for Infected waste.
- Clean hands with soap and water or hand sanitizer

1.10.4 INFECTED WASTE DISPOSAL

- One dust bin must be allocated as the Infected waste bin and marked with a waste disposable sign
- Consider investing in a Medical Waste Bin
- The Infected waste bin must be sprayed with disinfectant every hour
- When the Infected waste bin is cleared, ensure gloves and a mask are worn and the waste is securely placed in a waste bag and tied closed securely

1.11 PRE-OPENING PROCEDURE

Every business is required to do a Risk assessment before opening their Salon / Clinic / Spa. This should be divided into 3 categories:

1.11.1 Working environment

- Building Structure
This includes all contact surfaces, door handles, floors, walls, countertops, towels, etc.
- Equipment and surfaces
This includes all machinery, utensils, products used during treatments, reception desk, product cabinets, tables, chairs, etc.

1.11.2 People

- Employees working in Salon / Clinic / Spa
All employees must be tested for Covid-19 and results provided negative, before entering the premises
Continuous screening daily of all employees. (Temperature and symptoms to be recorded on a document). This must be done by a second individual.
Consider essential changes to scheduling patterns, keeping in mind employees who travel with public & private transport
- Clients / guests
All clients / guests must be screened for temperature and symptoms questionnaire filled out before treatment
Recommended to start visual consultations before client / guest comes to Salon / Clinic / Spa



1.11.3 Process

- This will be the risks in the treatment room during treatments
- Cleaning processes in all areas of possible contamination
- Movement of people, material/products and towels or machinery

After determining the risk factors, the following needs to be decided:

- **Who** will be implementing which areas of sterilisation?
- **With what** will the sterilization be done?
- **Frequency** of sterilization
- **Identify equipment and surfaces** that needs sterilization













1.12 Staff Risk Assessment

1.12.1 How to use this guideline for Employee Risk Assessment

- The Risk Assessment should be conducted daily by an employer with every employee – no one is exempted. Every question should be answered truthfully by the employee. It is important to remember that a person could be healthy today but start developing symptoms tomorrow.
- Every report should be documented and saved for scrutiny by the Department of health should they do spot checks for compliance purposes.
- Keep a separate file, that is marked and easily accessible with these reports and records, in a safe and confidential place.
- Make sure to take employees temperature daily
- Supply the employee with noticeable proof that they were risk assessed. A good idea is to supply them with a green sticker or label on the chest area with a date and the temperature to indicate to everybody that they have been risk assessed.
- Refer the employee for official medical evaluation if any uncertainty exists regarding the health and safety of the employee or if there is a concern as to the possibility of your business or other employees being exposed. Send employee home and encourage self-isolation until results have been received. It is advised that employee phone the doctor's consulting rooms, as not to expose any other patients to a possible Covid-19 exposure.
- If any employee is suspected, make sure to follow complete Hygiene disinfection in the Salon/Clinic/Spa.
- Monitoring of blood pressure is not compulsory, however should you be able to conduct this measurement, this will be to the advantage of the employee. Blood pressure is considered normal up to a level of 140/90. Anything above this would be considered as hypertensive or high blood pressure. If the measurement is above 150/95, please consult your nearest medical professional for proper evaluation. Should your blood pressure be below 95/65 you might want to consider a proper evaluation by a medical practitioner.

1.12.2 Risk assessment Questionnaire

Laminate this page and ask these questions to your employees:

	Question	Yes	No
	Have you travelled outside the borders of South Africa since the outbreak of COVID-19 since December 2019?		
	Were you in contact with a positive COVID-19 (Coronavirus) patient?		
	History of fever		
	Cough		
	Chills		
	Sore throat		
	Shortness of breath		
	Nausea/vomiting		
	Diarrhoea		
	Myalgia/ Body pains		
	Loss of sense of smell		
	General weakness		
	Irritability/confusion		

1.12.3 Record of Staff member

Name & Surname: _____

ID number: _____

Telephone number: _____

DATE	TEMPERATURE	BLOOD PRESSURE (not compulsory)	RA CONDUCTED YES/NO	COMMENTS

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STANDARD OPERATING PROCEDURES

2. STANDARD OPERATIONAL PROCEDURE GENERAL



CLEANING & DISINFECTING REUSABLE MASKS PROCEDURE SOPMASK001



RESTROOM & TOILET SOPRR002



KITCHEN & WASHING DISHES SOPKT&WD003



COUGHING & SNEEZING SOPCS004



WASHING HANDS SOPWH005

SHOE REMOVAL SOPSR006

INFECTED WASTE BIN REMOVAL SOPWB007

CLIENT / GUEST PAYMENTS SOPCP008

TREATMENT SPECIFIC SOP

HAND AND FEET TREATMENTS SOPHF009

NAIL ENHANCEMENTS SOPNE010

ADVANCED AESTHETIC PROCEDURES SOPAA011

PERMANENT MAKE-UP SOPPM012

FACIAL TREATMENTS HYGIENE ONLY SOPF013

BODY TREATMENTS HYGEINE ONLY SOPB014

EYELASHES HYGEINE ONLY SOPE015

TRAINING PROVIDER SOPTP016

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2.1 SOPMASK001

DIVISION: General

CODE: SOPMASK001

REV: 001

SUBJECT: Cleaning & Disinfecting reusable masks

OBJECTIVE /STANDARD: To clean and disinfect appropriate masks

DATE IMPLEMENTED: 22/04/2020

PROCEDURE:

Material mask

- Gently wash the mask in hot soapy water
- Using disinfectant liquid
- Rinse the mask in **clean** water
- Plunge the entire **mask** body into a **disinfection** solution.
- Hang to air dry

Screen visors

- Wipe clean with 60 - 70% Alcohol before and after each treatment – alcohol is flammable, please keep away from heat

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2.2 SOPRR002

DIVISION: General

CODE: SOPRR002

REV: 001

SUBJECT OF STANDARD OPERATING PROCEDURE: Restroom & Bathroom Hygiene

OBJECTIVE /STANDARD: To clean and disinfect Restroom % Bathroom Space

DATE IMPLEMENTED: 22/04/2020

PROCEDURE:

- Upon entering do not touch the door without spraying it with disinfectant
- Do not sit on the toilet seat without spraying disinfectant
- After flushing, spray the toilet handle
- Spray the toilet roll with disinfectant
- Wash hands for 20 seconds

Surfaces in Restroom/Bathroom

- Clean with Disinfectant and Spray every 30minutes and/or in between each client / guest
- Floor must be mopped with Disinfectant 3 times a day and sprayed with sanitizer after every client / guest. Be careful not to leave the floor wet and slippery
- Lockers and locker handle to be wiped and sanitized after every client / guest has used
- Basins to be washed and sanitized 3 times a day
- Taps to be wiped and sanitized after every client / guest / therapist usage

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2.3 SOPKT&WD003

DIVISION: General

CODE: SOPKT&WD003

REV: 001

SUBJECT OF STANDARD OPERATING PROCEDURE: Kitchen Area & Washing Dishes

OBJECTIVE /STANDARD: Washing Dishes post COVID-19

DATE IMPLEMENTED: 22/04/2020

PROCEDURE:

Kitchen

- Only designated staff to work in the kitchen area
- All must wear a disposable hair mop cap in the kitchen. No hair to be seen
- Surfaces are to be cleaned with disinfectant and sanitized every 30 minutes
- No loose dishes are to be left lying around. Place all directly into a basin with jik & water
- All broom, mop handles are to be wiped down before and after each use
- All broom and mop bristles to be soaked in jik overnight
- Kettle handles or Urn levers to be wiped down after each use
- No litter, teabags, or open food to be left out on any surface

Dishes

- All dishes to be soaked for 10 minutes in Jik prior to washing process
- Then wash the dishes with dishwashing liquid
- Utensils to be soaked for 10 minutes prior to washing
- Only authorised staff allowed in the kitchen area

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2.4 SOPCS004

DIVISION: General

CODE: SOPCS004

REV: 001

SUBJECT OF STANDARD OPERATING PROCEDURE: Coughing and Sneezing

OBJECTIVE /STANDARD: To help stop the spread of germs

DATE IMPLEMENTED: 22/04/2020

PROCEDURE:

- Cover your mouth and nose with a tissue when you cough or sneeze
- Put your used tissue in the Infected waste bin
- If you do not have a tissue, cough or sneeze into your upper sleeve, not your hands
- If the germ is airborne it will remain “active”

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2.5 SOPWH005

DIVISION: General

CODE: SOPWH 005

REV: 001

SUBJECT OF STANDARD OPERATING PROCEDURE: Washing Hands

OBJECTIVE /STANDARD: To wash your hands and forearms with the correct prescribed cleanser for a minimum of 20 seconds

DATE IMPLEMENTED: 22/04/2020

PROCEDURE:

- Step 1: **Wet hands** and apply enough liquid soap to create a good lather. The temperature of the water should be between 35 and 45 Degrees
- Step 2: **Rub Palms together** – rub your hands palm to palm in circular motions. Rotate clockwise and anticlockwise
- Step 3: **Rub the back of the hands** - With your fingers linked through the other hand, used your right palm to rub the back of your left hand. Then swap
- Step 4: **Interlink your fingers** - Link your fingers together, facing each other, into clasped hands. Then rub your palms and fingers together
- Step 5: **Cup your fingers** – Cup your fingers together, with your right hand over and your left hand under. With your fingers interlocked, rub the backs of them against your palms, then swap
- Step 6: **Clean the thumbs** – Enclose your right hand around your left thumb and rub as you rotate it, then swap
- Step 7: **Rub Palms with your fingers** – rub your fingers over your left palm in a circular motion, then swap



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2.6 SOPSR006

DIVISION: General

CODE: SOPSR006

REV:001

SUBJECT OF STANDARD OPERATING PROCEDURE: Removal of Shoes

OBJECTIVE /STANDARD: Removal of shoes entering the Salon / Clinic / Spa

DATE IMPLEMENTED: 22/04/2020

PROCEDURE:

- Soles of shoes should be disinfected before entering or leaving the Salon / Clinic / Spa
- Shoe disinfection will ensure the virus is not carried from one place to another
- Shoes will be required to remain **outside** the Salon / Clinic / Spa entrance, away from customer spaces to reduce risk infection
- Either flip flops covered with shoe disposable covers will be provided
- A suitable cabinet will be provided to store the shoes outside the Salon / Clinic / Spa entrance

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2.7 SOPWB007

DIVISION: General

CODE: SOPWB007

REV: 001

SUBJECT OF STANDARD OPERATING PROCEDURE: Infected Wastebin Removal

OBJECTIVE /STANDARD: Removal of Infected Waste bin

DATE IMPLEMENTED: 22/04/2020

PROCEDURE:

Waste bin

- Spray the Infected waste bin and area in which waste bin is placed
- Minimise contact with contaminated items
- Ensure there is a plastic bag lining in the Infected waste bin
- Ensure the item is properly placed in the Infected waste bin
- Discard the Infected waste in a suitable container or bag

Medical Waste Bin

- Medical Waste bin can only be collected by the Medical Waste Department
- They should issue you with a certificate once bin collected and items disposed of

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2.8 SOPCP008

DIVISION: General

CODE: SOPCP008

REV: 001

SUBJECT OF STANDARD OPERATING PROCEDURE: Client / guest Payment

OBJECTIVE /STANDARD: Managing of payment options

DATE IMPLEMENTED: 22/04/2020

PROCEDURE:

- No Cash Payments
- Suggest Electronic payments. Should client / guest agree, they must submit proof of payment prior to visit or on the day of booking
- Credit card or Debit card Payments – only make use of the tap system or Zapper system
- Should this not be an option and the keypad are required, please follow the following guidelines:
 - Clean and sanitize the keypad after every use
 - Cloth must be damp, if too wet, could damage the keypad
 - Spray only lightly with sanitizer, if too wet could damage the keypad
 - If a client / guest signature is required, please sanitize pen prior to use and after use

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2.9 SOPHF009

DIVISION: Hand and Foot Treatments

CODE: SOPHF009

REV: 001

SUBJECT OF STANDARD OPERATING PROCEDURE: Sterilization in the treatment room & Hygienic work protocol (Post Covid-19)

OBJECTIVE /STANDARD: To ensure that the work area is sterilized, and that the therapist adhere to hygienic protocol during procedure.

DATE IMPLEMENTED: 22/04/2020

PROCEDURE:

Treatment room

- No towels, blankets and cushions on the treatment bed or Chair
- Use disposable linen or plastic sheets on all beds and chairs
- Disposable linen must be changed after every client / guest
- Plastic sheets needs to be wiped with a 60% - 70% Alcohol after each treatment on a disposable wipe/cloth
- Trolley or surface where implements, and products stands on must be sterilized with a Disinfectant
- Put a disposable towel underneath product and implements
- Spray the room with a Disinfectant Spray to kill airborne pathogens
- Use disposable bowl liners for each client / guest
- Wash metal implements with a disinfectant, rinse them in clean water (saline)
- If possible, put implements in an Ultrasound, spin 2 x 4min
- Put implements in a Sterile pouch and seal, ready for next client / guest. Alternatively, implements can be put in a UV cabinet to keep sterile until next client / guest arrives
- Wash foot file with a disinfectant soap, leave to dry and keep in UV sterilizer until needed
- Use new disposable files for each client / guest for prepping the toenails
- Wash floors with a Disinfectant wash
- Make sure to wipe all seen surfaces such as bed posts, basin, taps, countertops, doors, and door handles

Equipment or Machinery

- Wipe all equipment and machinery with a Disinfectant. Make sure to also wipe the wires, screens, and body of machines
- When using electrical file, make sure to wash metal file heads and sterilize in Ultrasound or UV sterilizer before each client / guest
- Cover wires with a disposable Plastic cover and remove after every client / guest
- Wipe inside of UV light with a disinfectant
- Make sure to clean brushes after each client / guest with a disinfectant wash

During Procedure

- Fetch client / guest from Reception area. Explain to her the steps that you would take to work hygienically as follows:
- Please note that the room has been sterilized prior to you entering the room, disposable linen and towels have been changed
- I have sprayed the room with a disinfectant spray
- Please note that I have washed my hands with a Disinfectant soap and will again spray before our treatment starts. We will be washing your hands again before we start and spray them with a disinfectant
- Please note that I will be wearing a mask during the treatment as well as gloves
- Let the client / guest remove socks and shoes, bag it with a bag provided by therapist
- Remove jewellery for hands treatments and put it in a safe place for client / guest
- Spray Sanitizer on client / guest's hands/feet
- Make sure to open sterile pouches, or UV cabinets before your client / guest, so that they can see it has been sterilized, spray again with disinfectant
- Apply gloves and start procedure
- Also offer the client / guest a mask
- Soak hands/feet in lukewarm water in a one-time lined bowl
- During procedure, throw all tissues, wipes, gauze, or contaminated material in Medical wastes bin
- Limit time on massage
- Use cold instant paraffin wax instead of a warm dipping wax, cold wax doubles as a massage medium and treatment
- When treatment is concluded, discard disposable foot files, orange wood sticks or wash and disinfect.
- Remove gloves safely and throw in medical wastes bin

- Once treatment is complete, please spray your hands, wash with the disinfectant soap. Ask client / guest to meet you in reception and offer them to spray their hands prior to leaving the Salon / Clinic / Spa.
 - Treatment room to be stripped and cleaned again
 - A new buffer time will now be added to each treatment room in order to comply
- ❖ Alternatively visit <https://www.beautyindustryapproval.com/hygieneintheworkplace> to obtain a certificate for hygiene in the workplace.



2.10 SOPNE010

DIVISION: Nail Enhancements

CODE: SOPNE010

REV: 001

SUBJECT OF STANDARD OPERATING PROCEDURE: Sterilization at the Nail table & Hygienic work protocol (Post Covid-19)

OBJECTIVE /STANDARD: To ensure that the work area is sterilized, and that the Nail technician adhere to hygienic protocol during procedure.

DATE IMPLEMENTED: 22/04/2020

PROCEDURE:

Treatment room and Nail table

- No towels or cushions are allowed on the nail table as they hold bacteria for a long time. Use disposable towel or plastic sheets on all tables
- Disposable towel must be changed after every client / guest.
- Table needs to be wiped with a 60 - 70% Alcohol after each treatment.
- Trolley or surface where implements, and products stands on must be sterilized with a Disinfectant
- Use a Perspex screen between you and the client / guest with opening for her hands to push through.
- Wipe screen with disinfectant before and after each client / guest
- Put a disposable towel underneath product and implements
- Spray the room with a Disinfectant Spray to kill airborne pathogens
- Wash metal implements with a disinfectant, rinse them in clean water (saline)
- If possible, put metal implements in an Ultrasound, spin 2 x 4min.
- Put implements in a Sterile pouch and seal, ready for next client / guest. Alternatively, implements can be put in a UV cabinet to keep sterile until next client / guest arrives.
- Therapist can use a steri-tray with 60 - 70% alcohol in to keep instruments sterile throughout treatment
- Wash floors with a Disinfectant wash
- Make sure to wipe all seen surfaces such as tabletop, basin, taps, countertops, doors and door handles, UV lamp, artificial light, chairs with a disinfectant

Equipment or Machinery

- Wipe all equipment and machinery with a Disinfectant. Make sure to also wipe the wires, screens, and body of machines.
- Cover wires with a disposable Plastic cover and remove after every client / guest

During Procedure

- Fetch client / guest from Reception area. Explain to her the steps that you would take to work hygienically as follows:
 - Please note that the room as been sterilized prior to you entering the room, disposable towels have been changed
 - I have sprayed the room with a disinfectant spray, I have sprayed the table with a disinfectant spray
 - Please note that I have washed my hands with a Disinfectant soap and will again spray before our treatment start. We will be washing your hands again before we start and spray them with a disinfectant
 - Please note that I will be wearing a mask during the treatment
 - Ask your client / guest if she would like to wear a mask during the treatment
 - Use a new file set for each client / guest
 - Apply gloves and start treatment
 - During treatment, throw all tissues, nail wipes or gauze in bin, make sure to clean bin after each day
 - Use Sanitizing spray during each treatment
 - After treatment, remove gloves safely and throw in medical wastes bin
 - Once treatment is complete, please spray your hands, wash with the disinfectant soap. Ask client / guest to meet you in reception and offer them to spray their hands prior to leaving the Salon / Clinic / Spa.
 - Nail table to be stripped and cleaned again
 - A new buffer time will now be added to each nail table in order to comply
- ❖ It is advised to do an online course in your own time, please visit <https://www.beautyindustryapproval.com/hygieneintheworkplace> to obtain a certificate for hygiene in the workplace.



2.11 SOPAA011

DIVISION: Advanced Aesthetic Procedures	CODE: SOPAA011	REV: 001
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SUBJECT OF STANDARD OPERATING PROCEDURE: Sterilization in the treatment room & Hygienic work protocol (Post Covid-19)

OBJECTIVE /STANDARD: To ensure that the work area is sterilized, and that the therapist adhere to hygienic protocol during procedure.

DATE IMPLEMENTED: 22/04/2020

PROCEDURE:

Treatment room

- No towels, blankets or cushions are allowed on the treatment bed as they hold bacteria for a long time. Use disposable linen or plastic sheets on all beds
- Disposable linen must be changed after every client / guest
- Plastic sheets needs to be wiped with a 60% - 70% Alcohol after each treatment – alcohol is flammable, keep away from heat
- Use Disposable towel underneath client / guest’s head – change after every client / guest
- Trolley or surface where implements, and products stands on must be sterilized with a Disinfectant
- Put a disposable towel underneath product and implements
- Spray the room with a Disinfectant Spray to kill airborne pathogens
- Wash metal implements with a disinfectant, rinse them in clean water (saline)
- If possible, put implements in an Ultrasound, spin 2 x 4min.
- Put implements in a Sterile pouch and seal, ready for next client / guest. Alternatively, implements can be put in a UV cabinet to keep sterile until next client / guest arrives.
- Wash floors with a Disinfectant wash
- Make sure to wipe all seen surfaces such as bed posts, basin, taps, countertops, doors and door handles, magnifying lamp

Equipment or Machinery

- Wipe all equipment and machinery with a Disinfectant. Make sure to also wipe the wires, screens, and body of machines
- Cover wires with a disposable Plastic cover and remove after every client / guest

During Procedure

- Fetch client / guest from Reception area. Explain to her the steps that you would take to work hygienically as follows:
 - Please note that the room as been sterilized prior to you entering the room, disposable linen and towels have been changed
 - I have sprayed the room with a disinfectant spray
 - Please note that I have washed my hands with a Disinfectant soap and will again spray before our treatment start. We will be washing your hands again before we start and spray them with a disinfectant
 - Please note that I will be wearing a mask during the treatment
 - Leave the room for them to change
 - Enter the room and do as you have mentioned
 - Place a disposable headband over your client / guest's hair
 - Make sure to open all needles, sterile pouches, or UV cabinets before your client / guest, so that they can see it has been sterilized
 - Apply gloves and start procedure
 - During procedure, throw all tissues, wipes, gauze, or contaminated material in Medical wastes bin
 - After procedure, throw needles in Sharps bin
 - Remove gloves safely and throw in medical wastes bin
 - Once treatment is complete, please spray your hands, wash with the disinfectant soap. Ask client / guest to meet you in reception and offer them to spray their hands prior to leaving the Salon / Clinic / Spa
 - Treatment room to be stripped and cleaned again
 - A new buffer time will now be added to each treatment room in order to comply
- ❖ It is advised that all Aesthetic therapists do a Bloodborne Pathogens test online in their own time. Email info@pcasa.org.za to attend this course.
- ❖ Alternatively visit <https://www.beautyindustryapproval.com/hygieneintheworkplace> to obtain a certificate for hygiene in the workplace.

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2.12 SOPPM012

DIVISION: Permanent Makeup Procedures

CODE: SOPPM012

REV:001

SUBJECT OF STANDARD OPERATING PROCEDURE: Sterilization in the treatment room & Hygienic work protocol (Post Covid-19)

OBJECTIVE /STANDARD: To ensure that the work area is sterilized, and that the therapist adhere to hygienic protocol during procedure.

DATE IMPLEMENTED: 22/04/2020

PROCEDURE:

Treatment room

- No towels, blankets or cushions are allowed on the treatment bed as they hold bacteria for a long time. Use disposable linen or plastic sheets on all beds
- Disposable linen must be changed after every client / guest
- Plastic sheets need to be wiped with a 60% - 70% Alcohol after each treatment – alcohol is flammable, keep away from heat
- Use Disposable towel underneath client / guest's head – change after every client / guest
- Trolley or surface where implements, and products stands on must be sterilized with a Disinfectant
- Put a disposable towel underneath product and implements
- Spray the room with a Disinfectant Spray to kill airborne pathogens
- Wash metal implements with a disinfectant, rinse them in clean water (saline)
- If possible, put implements in an Ultrasound, spin 2 x 4min
- Put implements in a Sterile pouch and seal, ready for next client / guest. Alternatively, implements can be put in a UV cabinet to keep sterile until next client / guest arrives
- Wash floors with a Disinfectant wash
- Make sure to wipe all seen surfaces such as bed posts, basin, taps, countertops, doors and door handles, magnifying lamp, and product containers

Equipment or Machinery

- Wipe all equipment and machinery with a Disinfectant. Make sure to also wipe the wires, screens, and body of machines.
- Cover wires with a disposable Plastic cover and remove after every client / guest
- Cover Magnifying lamp with disposable plastic wrap and remove after every client / guest
- Cover PMU machine with plastic cover and remove after every client / guest

During Procedure

- Fetch client / guest from Reception area. Explain to her the steps that you would take to work hygienically as follows:
- Please note that the room as been sterilized prior to you entering the room, disposable linen and towels have been changed
- I have sprayed the room with a disinfectant spray
- Please note that I have washed my hands with a Disinfectant soap and will again spray before our treatment start. We will be washing your hands again before we start and spray them with a disinfectant
- Please note that I will be wearing a mask during the treatment. Ask your client / guest if she would like to wear a mask as well. I will also be wearing a protective gown and gloves during the procedure
- Do everything you explained to client / guest in front of her
- Place a disposable headband over your client / guest's hair
- Make sure to open all needles, sterile pouches, or UV cabinets before your client / guest, so that they can see it has been sterilized
- Apply gloves and start procedure
- During procedure, throw all tissues, wipes, gauze, or contaminated material in Medical wastes bin
- After procedure, throw needles in Sharps bin
- Remove gloves safely and throw in medical wastes bin
- Once treatment is complete, please spray your hands, wash with the disinfectant soap. Ask client / guest to meet you in reception and offer them to spray their hands prior to leaving the Salon / Clinic / Spa.
- Treatment room to be stripped and cleaned again
- A new buffer time will now be added to each treatment room in order to comply
- ❖ It is advised that all Aesthetic therapists do a Bloodborne Pathogens test online in their own time. Email info@pcasa.org.za to attend this course.
- ❖ Alternatively visit <https://www.beautyindustryapproval.com/hygieneintheworkplace> to obtain a certificate for hygiene in the workplace.



2.13 SOPF013

DIVISION: Face Treatments (Hygiene Only)

CODE: SOPF013

REV: 001

SUBJECT OF STANDARD OPERATING PROCEDURE: Sterilization in the treatment room & Hygienic work protocol (Post Covid-19)

OBJECTIVE /STANDARD: To ensure that the work area is sterilized, and that the therapist adhere to hygienic protocol during procedure.

DATE IMPLEMENTED: 22/04/2020

PROCEDURE:

Treatment room

- No towels, blankets or cushions are allowed on the treatment bed as they hold bacteria for a long time. Use disposable linen or plastic sheets on all beds
- Disposable linen must be changed after every client / guest
- Plastic sheets needs to be wiped with a 60 - 70% Alcohol after each treatment.
- Use Disposable towel underneath client / guest's head – change after every client / guest
- Trolley or surface where implements, and products stands on must be sterilized with a Disinfectant
- Put a disposable towel underneath product and implements
- Spray the room with a Disinfectant Spray to kill airborne pathogens
- Wash metal implements with a disinfectant, rinse them in clean water (store in UV cabinet)
- Put implements in a Sterile pouch and seal, ready for next client / guest. Alternatively, implements can be put in a UV cabinet to keep sterile until next client / guest arrives.
- Wash floors with a Disinfectant wash
- Make sure to wipe all seen surfaces such as bed posts, basin, taps, countertops, doors and door handles, magnifying lamp, Equipment or Machinery
- Wipe all equipment and machinery with a Disinfectant. Make sure to also wipe the wires, screens, and body of machines.
- Cover wires with a disposable Plastic cover and remove after every client / guest

During Procedure

- Fetch client / guest from Reception area. Explain to her the steps that you would take to work hygienically as follows:
- Please note that the room as been sterilized prior to you entering the room, disposable linen and towels have been changed
- I have sprayed the room with a disinfectant spray
- Please note that I have washed my hands with a Disinfectant soap and will again spray before our treatment start. We will be washing your hands again before we start and spray them with a disinfectant
- Please note that I will be wearing a mask during the treatment
- Leave the room for them to change
- Enter the room and do as you have mentioned
- Place a disposable headband over your client / guest's hair
- Make sure to open all facial sponges, gel patches, lancets or UV cabinets before your client / guest, so that they can see it has been sterilized
- Apply gloves and start procedure
- During procedure, throw all tissues, wipes, gauze, or contaminated material in Medical wastes bin
- After procedure, throw away all disposable material used during the treatment
- Remove gloves safely and throw in medical wastes bin
- Once treatment is complete, please spray your hands, wash with the disinfectant soap. Ask client / guest to meet you in reception and offer them to spray their hands prior to leaving the Salon / Clinic / Spa.
- Treatment room to be stripped and cleaned again
- A new buffer time will now be added to each treatment room in order to comply

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2.14 SOPB014

DIVISION: Body Treatments (Hygiene Only)

CODE: SOPB014

REV: 001

SUBJECT OF STANDARD OPERATING PROCEDURE: Sterilization in the treatment room & Hygienic work protocol (Post Covid-19)

OBJECTIVE /STANDARD: To ensure that the work area is sterilized, and that the therapist adhere to hygienic protocol during procedure.

DATE IMPLEMENTED: 22/04/2020

PROCEDURE:

Treatment room

- No towels, blankets or cushions are allowed on the treatment bed as they hold bacteria for a long time. Use disposable linen or plastic sheets on all beds
- Disposable linen must be changed after every client / guest
- Plastic sheets needs to be wiped with a 60 - 70% Alcohol after each treatment
- Use Disposable towel underneath client / guest's head – change after every client / guest
- Trolley or surface where implements, and products stands on must be sterilized with a Disinfectant
- Put a disposable towel underneath product and implements
- Spray the room with a Disinfectant Spray to kill airborne pathogens
- Wash metal implements with a disinfectant, rinse them in clean water (store in UV cabinet)
- Put implements in a Sterile pouch and seal, ready for next client / guest. Alternatively, implements can be put in a UV cabinet to keep sterile until next client / guest arrives.
- Wash floors with a Disinfectant wash
- Make sure to wipe all seen surfaces such as bed posts, basin, taps, countertops, doors and door handles, magnifying lamp, Equipment or Machinery
- Wipe all equipment and machinery with a Disinfectant. Make sure to also wipe the wires, screens, and body of machines.
- Cover wires with a disposable Plastic cover and remove after every client / guest

During Procedure

- Fetch client / guest from Reception area.
- Explain to her the steps that you would take to work hygienically as follows:
- Please note that the room as been sterilized prior to you entering the room, disposable linen and towels have been changed
- I have sprayed the room with a disinfectant spray
- Please note that I have washed my hands with a Disinfectant soap and will again spray before our treatment start. We will be washing your hands again before we start and spray them with a disinfectant
- Please note that I will be wearing a mask during the treatment
- Leave the room for them to change
- Enter the room and do as you have mentioned
- Place a disposable headband over your client / guest's hair
- Make sure to open all facial sponges, gel patches, lancets or UV cabinets before your client / guest, so that they can see it has been sterilized
- Apply gloves and start procedure
- During procedure, throw all tissues, wipes, gauze, or contaminated material in Medical wastes bin
- After procedure, throw away all disposable material used during the treatment
- Remove gloves safely and throw in medical wastes bin
- Once treatment is complete, please spray your hands, wash with the disinfectant soap. Ask client / guest to meet you in reception and offer them to spray their hands prior to leaving the Salon / Clinic / Spa.
- Treatment room to be stripped and cleaned again
- A new buffer time will now be added to each treatment room in order to comply



2.15 SOPL015

DIVISION: Lash Treatments (Hygiene Only)	CODE: SOPL015	REV: 001
SUBJECT OF STANDARD OPERATING PROCEDURE: Sterilization in the treatment room & Hygienic work protocol (Post Covid-19)		
OBJECTIVE /STANDARD: To ensure that the work area is sterilized, and that the therapist adhere to hygienic protocol during procedure.		
DATE IMPLEMENTED: 22/04/2020		
<p>PROCEDURE:</p> <p>Treatment room</p> <ul style="list-style-type: none"> • No towels, blankets or cushions are allowed on the treatment bed as they hold bacteria for a long time. Use disposable linen or plastic sheets on all beds • Disposable linen must be changed after every client / guest • Plastic sheets needs to be wiped with a 60 - 70% Alcohol after each treatment • Use Disposable towel underneath client / guest’s head – change after every client / guest • Trolley or surface where implements, and products stands on must be sterilized with a Disinfectant • Put a disposable towel underneath product and implements • Spray the room with a Disinfectant Spray to kill airborne pathogens • Wash metal implements with a disinfectant, rinse them in clean water (store in UV cabinet) • Put implements in a Sterile pouch and seal, ready for next client / guest. Alternatively, implements can be put in a UV cabinet to keep sterile until next client / guest arrives • Wash floors with a Disinfectant wash • Make sure to wipe all seen surfaces such as bed posts, basin, taps, countertops, doors and door handles, magnifying lamp, Equipment or Machinery • Wipe all equipment and machinery with a Disinfectant. Make sure to also wipe the wires, screens, and body of machines. • Cover wires with a disposable Plastic cover and remove after every client / guest 		

During Procedure

- Fetch client / guest from Reception area. Explain to her the steps that you would take to work hygienically as follows:
- Please note that the room as been sterilized prior to you entering the room, disposable linen and towels have been changed
- I have sprayed the room with a disinfectant spray
- Please note that I have washed my hands with a Disinfectant soap and will again spray before our treatment start. We will be washing your hands again before we start and spray them with a disinfectant
- Please note that I will be wearing a mask during the treatment
- Leave the room for them to change
- Enter the room and do as you have mentioned
- Place a disposable headband over your client / guest's hair
- Make sure to open all facial sponges, gel patches, lancets or UV cabinets before your client / guest, so that they can see it has been sterilized
- Apply gloves and start procedure
- During procedure, throw all tissues, wipes, gauze, or contaminated material in Medical wastes bin
- After procedure, throw away all disposable material used during the treatment
- Remove gloves safely and throw in medical wastes bin
- Once treatment is complete, please spray your hands, wash with the disinfectant soap. Ask client / guest to meet you in reception and offer them to spray their hands prior to leaving the Salon / Clinic / Spa.
- Treatment room to be stripped and cleaned again
- A new buffer time will now be added to each treatment room in order to comply

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2.16 SOPMK016

DIVISION: Make-up

CODE: SOPMK016

REV: 001

SUBJECT: Sterilization when creating a make-up look & Hygienic work protocol (Post Covid-19)

OBJECTIVE /STANDARD: To ensure that the work implements, and area is sterilized, and that the Make-up learner adheres to hygienic protocol during make-up application

DATE IMPLEMENTED: 30/04/2020

PROCEDURE:

TREATMENT ROOM AND MAKE-UP TABLE

- No towels are allowed on the make-up table as they hold bacteria for a long period of time. Use disposable towel or plastic sheeting
- Work area needs to be wiped with a sanitizer/disinfectant before and after each make-up application
- Put a disposable towel underneath product and implements
- Spray the room with a Disinfectant Spray to kill airborne pathogens
- Make sure to wipe all surfaces such as tabletop, basin, taps, countertops, doors and door handles, artificial lights, tables and chairs with disinfectant

TOOLS AND EQUIPMENT

- Wipe all photography equipment with a Disinfectant, Before during and after use (if applicable)
- Wash your small dustbin with disinfectant and dry with paper towel and spray with a sanitizer
- Line your bin with a bin liner and empty out as soon as the client has left
- Where possible, use disposable applicators during make-up application
- An alcohol-based cleanser must be used to clean make up brushes
- Brushes are first cleaned in a solution of warm water and soap, then thoroughly rinsed in clean water and allowed to dry (between each client)
- Brushes must be laid flat to dry on a disposable towel
- Once dry, spritz with alcohol based sanitizer and gently brush on paper towel to dry, store in a sterilized container until ready for use

- All used utensils i.e. Brushes/applicators etc. to be placed into sealed container during application to avoid contact with clean and sterilized equipment/tools
- Lip and eye pencils should be sharpened before and after use. Sharpeners must be sterilized and disinfected prior to use and stored in the UV-cabinet until ready for use
- All make-up pallets should be cleaned with warm water and soap, wiped with a disinfectant, spritzed with a sanitizer and then closed until ready for use
- A new make-up sponge removed from its wrapper, to be used for each client and then discarded

A. BEFORE & DURING PROCEDURE

- Apply your material/disposable face mask
- Apply your face shield, making sure it was sprayed with disinfectant and wiped dry with clean paper toweling
- Fetch client from Reception area. Explain to her the steps that you would take to work hygienically as follows:
 1. Please note that the room has been sterilized prior to you entering the room, disposable towels have been changed, all make up tools are sterile and clean
 2. I have sprayed the room with a disinfectant spray, I have sprayed all surfaces and make up tray with a disinfectant spray and lined my makeup tray with clean new paper towel
 3. Please note that I have washed my hands with soap and water and then sanitized them with sanitizer
 4. We both will be washing our hands again before we start and spray them with a hand sanitizer
 5. Please note that I will be wearing a mask and face shield during the treatment and talking, and communication will be discouraged.
- As the client to move and clip her hair out of her face before starting make-up. (Ask her to bring her own bobby pins with her) Avoid using a material headband. Disposable headband can be used
- It is preferable not to use a cape during make-up application. Use a disposable towel or similar instead. Ask the client to tuck it into collar herself. Discard after application
- During treatment, throw all tissues, used ear buds and make up sponges away , make sure to empty your make up bin after each client, by removing the bin liner and knot the bag closed, spray your hands and the inside of your bin with sanitizer
- If you drop a make-up tool on the floor, discard it – do not use it again until it has been disinfected and sterilized

- All make-up products should be removed from their containers using a clean spatula or orange wood stick and placed on the clean, washed and sanitized, plastic make-up palette before and used immediately
- Mascara should be applied using a disposable brush applicator, fresh one for every client. It is preferable for the client to bring her own mascara, as this will also help to prevent cross infection
- Sharpen all eyeliner, lipliners and brow pencils with a clean sterilized make up sharpener in front of the client before use
- It is also advisable to ask the client to bring her own lipstick and foundation with as this will also help prevent cross infection
- Use Sanitizing spray before, during and after each new area of make-up you start with (sanitize your hands before foundation application, before moving to the eye make-up, again before applying the lip make up etc.)
- After treatment, sanitize your hand mirror and hand it to the client after the full make-up look has been achieved
- Once application is complete, wash your hands and sanitize with hand sanitizer.
Ask client to meet you in reception and offer them to spray their hands prior to leaving the salon
- Make-up table to be stripped and cleaned again

- ❖ It is advised to do an online course in your own time, please visit <https://www.beautyindustryapproval.com/hygieneintheworkplace> to obtain a certificate for hygiene in the workplace.



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