



# Wigmore Training Policies 2020

## COVID-19 guidelines for hiring Wigmore Medical's training facility

Wigmore Training is dedicated to minimising risk to our delegates, trainers, models and staff members, and delivering the highest standard of medical aesthetic training.

This policy applies to industry partners who have hired Wigmore's training facility to host their own sessions, and includes the measures Wigmore Training is actively taking to mitigate the spread of COVID-19. You are kindly requested to follow all these guidelines diligently, to sustain a healthy and safe training environment.

It's important that we all respond responsibly and transparently to these health precautions. We assure you that we will always treat your private health and personal data with high confidentiality and sensitivity.

This COVID-19 training policy is susceptible to changes with the introduction of additional governmental guidelines. If so, we will update you as soon as possible by email.

### Preparing for training

In light of Covid-19, we ask that you make sure none of your training attendees:

- Are symptomatic of COVID-19 (or any other infectious disease)
- Have had contact with someone who is symptomatic or is a confirmed case
- Have recently travelled from a country with widespread ongoing transmission
- Work in the NHS on COVID-19 positive wards

In no way prescriptive, we also advise against accepting trainees or models who:

- Are aged over 70 years or have relevant co-morbidity (e.g. cardiovascular disease, chronic lung disease, immunodeficiency or cancer under active treatment)
- Are pregnant

We ask that you limit the number of attendees per course in order to minimise the chances of transmission. Our suggested maximum capacity is 6 delegates and 1-2 trainers per session, with model appointments staggered throughout the day so there are never more than one or two on site at the same time.

Please provide all your training attendees with the entry code to open the door at 21 Wigmore Street. This code will be emailed to you prior to the training date. Alternatively, you can ask attendees to ring the training room bell so that the trainer can buzz them in.

We kindly ask that all your training attendees, including the trainer, delegates and models, bring a mask or nose and mouth covering or face shield, as they will be required to wear one during the entirety of the training session, except if receiving treatment or drinking/eating. These are also available for purchase from Wigmore's pharmacy.

*Exceptions will of course be made for those who are exempt due to health reasons. We ask all attendees to be mindful and respectful of those who are not wearing face coverings, noting that some people are less able and that the reasons may not be visible to others.*

As face coverings are mainly intended to protect others, not the wearer, from COVID-19 they are not a replacement for social distancing and regular hand washing. It is important that you encourage all your attendees to follow all the other government advice on COVID-19 including staying safe outside their home.

### **Travelling/Commuting**

We advise all attendees to avoid public transport where possible, and if unavoidable to wear a mask or face covering, as per government regulations.

### **Opening and closing times**

To ensure attendees are able to avoid rush hour on public transport, we advise that you schedule your training to start at 9:30am. If however a 9am start is required, the facility will be opened for you, and training staff will be available to take any requests after 9:30am.

The training facility will remain open until 5:30pm, after which the cleaning crew will need to gain access to the room.

Should you require access before 9am or after 5:30pm, either during the week or weekend, there will be a surcharge of £50 to your room hire booking fee.

### **On arrival**

On entering the building at 21 Wigmore Street, attendees must immediately put on their mask or face covering and proceed to the training facility on the second floor.

We ask that you make sure all attendees either wash their hands or use one of the hand sanitiser dispensers before entering the training room.

A quick temperature scan can also be taken using a provided hand-held thermal gun. (This is optional for those hiring the room for their own training).

### **COVID-19 Track and Trace**

Following recently introduced government regulations, we kindly request that you provide the names and contact details of all your training attendees. A form will be sent across for you to complete with these details prior to the training day, and the data will only be kept on file for 21 days after which it will be safely discarded.

Additionally, you will need to ensure that all your training attendees scan the QR code on arrival, using the NHS COVID-19 app.

The code will be displayed on the entrance door of the training room, and you can download the app on the Apple App Store or Google Play.

This NHS service is the fastest way of knowing when you're at risk from COVID-19. The quicker you know, the quicker you can alert your loved ones, and your community.

### **General hygiene**

Wigmore Medical has always ensured that our training facility is cleaned thoroughly after every training session. We promise to continue with these high standards, making sure to disinfect high touch surfaces to prevent the potential spread of COVID-19.

We kindly ask the trainers to wipe high touch surfaces at regular intervals during training, particularly before and after treatments, and once again at the end of the training session. There will be a register to sign as confirmation before leaving the premises.

Additionally, there will always be adequate ventilation, with either the air conditioning, open windows or both, to make sure that the air is well circulated.

Access to hygiene measures such as hand sanitisers and washing stations will be available for you at the session.

We kindly ask that you wash your hands on arrival, after using the toilet, before and after treating a model, and of course if you cough/sneeze into your hands.

Please try to cough/sneeze into your sleeve, preferably into your elbow. If you use a tissue, discard it properly and clean/sanitise your hands immediately.

Avoid touching your face, particularly eyes, nose, and mouth with your hands to prevent from getting infected, and always use a mask/face covering and gloves when injecting.

If you find yourself coughing/sneezing on a regular basis, avoid close physical contact with your fellow trainees and take extra precautionary measures.

## **Consumables & PPE**

Wigmore's training facility is fully stocked with consumables for almost every aesthetic procedure, the use of which is included in your booking fee.

If you have any specific needs or product requirements, please inform the training department in advance to reduce the need for our staff to walk in and out during training.

PPE is also available from Wigmore Medical, including masks, face shields, disposable gowns and caps. You are welcome to bring your own or purchase them from Wigmore's pharmacy. For more details and a price list, please email [training@wigmoredmedical.com](mailto:training@wigmoredmedical.com)

## **Food & Beverages**

Wigmore Training will not be offering any catering during training, neither lunch nor refreshments, to further minimise the risk of transmission.

There will be a water dispenser available on the premises with disposable cups, and we ask that you kindly throw the cups away after use.

Please ask your trainer and trainees to bring their own lunch or take advantage of the selection of cafes at our doorstep.

We advise you to eat your lunch outside if possible, or alternatively use the models waiting room if occupied with less than four people. We hope you understand the need for these extra precautions in the current climate.

## **Cancellations**

The training room hire cancellation policy requires more than 10 working days' notice for a full refund, 6-10 working days' notice for a 50% refund, and no refund can be offered for 5 or less than working days' notice. We will of course offer leniency on our usual cancellation policy should the training be cancelled due to a COVID-19 related reason.

If you would like to cancel your booking, please email [training@wigmoredmedical.com](mailto:training@wigmoredmedical.com).

## **We Thank You**

Wigmore Training would like to thank you for your understanding and patience during these uncertain times. We appreciate your collaboration in keeping all attendees in our training facility as safe, healthy and comfortable as possible.

We hope you will host a successful training session at Wigmore Medical, and we are excited to continue supporting educational opportunities in our growing industry.