



My Foot (Canada) Inc.

COVID-19 Safety Plan

Updated: 28 January 2021

This COVID-19 Safety Plan was created for the use of our staff, clients, authorities and public. In addition to this plan, My Foot has also previously submitted requested details to various authorities and landlords. As of the date of this plan, certain responses are awaiting their favorable replies for additional measures.

We stress that our top priority is the health, safety and well being of our entire community. We will only operate when the right steps are determined and more importantly, that we can responsibly accomplish the necessary steps with the resource available.

This Covid-19 Safety Plan is a six step process intended to outline the policies, guidelines, protocols and procedures put in place to reduce the risk of COVID-19 transmission.

COVID-19 Safety Plan - Six Steps

- 1. Assessed Risk at the Workplace**
- 2. Implemented Measures to Reduce the Risk**
- 3. Developed Policies**
- 4. Developed Communication Plans and Training**
- 5. On Going Monitor of Workplace and Updates as Needed**
- 6. Risks from Resuming Operations/**OPERATIONS****

1. Assessed Risk at the Workplace

An assessment of the workplaces was conducted in to identify areas where the risk of transmission may be introduced.

The virus that causes COVID-19 spreads in several ways, including through droplets when a person coughs or sneezes, or from touching a contaminated surface before touching the face. To understand the risk at the workplace, we considered the following questions:

- Where do people currently congregate?
 - Treatment Rooms (both individual Full Body Massage rooms / FR & BM common room)
 - Staff Back Room (preparation / break / laundry)
 - Front Reception Desk (client sign-in / greeting / payment / enquiries)
- What job tasks or processes require workers to come into close proximity with one another or members of the public?
 - Therapists are at close proximity with each other in the Staff Back Room whilst preparing for a treatment and in the Treatments Rooms when conducting a treatment
 - Reception / Managers / Therapists / Clients / Public are at close proximity with each other, whilst in discussion at the Front Reception Desk
 - Therapists are at close proximity with members of the public when in the Treatment Rooms
 - Staff are at close proximity when on break in the Staff Back Room
- What tools, machinery, and equipment do people come into contact with during the course of their work?
 - Therapists/Clients: BM Massage Chairs
 - Therapists/Clients: FR Massage Stools, Leg Rests, Sofas
 - Therapists/Clients: Full Body Massage Beds
 - Therapists: Staff Back Room (supplies / towels / bottles / containers)
 - Managers/Clients: Front Desk (computer/phone/card payment/office supplies/containers)
- What surfaces are touched often?
 - door handles
 - light switches

- electrical appliances
- front desk
 - computer keypad / pens / calculator / phone / card payment pad / money / printer / booking sheets / sign in sheets / therapist sign in sheets
 - pens / PIN pads / money / sign in sheet
- What is the unique risk to our business?
 - All massage and reflexology involve close physical proximity and often skin on skin touch
 - Touching of the head and face area of the client is an integral part of an effective full body or upper back massage
 - All My Foot shops are located in high traffic shopping malls

2. Implemented Measures to Reduce the Risk

Having assessed the risk to the shops in the previous section, to minimize the risk of transmission, the following measures will be implemented:

- **Maintaining physical distance**
 - Reducing the overall number of persons at the workplace at one time
 - In order to attain physical distance measures, it is determined based on 800-1000 square/ft size shops, a maximum occupancy limit of 10 persons will be enforced
 - Expected combination will comprise of 1 Manager/Reception, 4 therapist, 4 clients and maximum 1 person permitted at Front Reception Desk
 - A no loitering policy will be initiated
 - 2 metre (6 feet) physical distancing measure will be facilitated by limiting the number of usable workstations to 8 per shop location, unusable stations will be removed or marked
 - To control one-way flow of clients either entering or leaving the shop, sessions will commence only on the quarter hours.
 - Telephone and Internet Appointments will take priority over walk-ins.
 - Waiting area for clients will be removed. Clients advised to wait outside and enter only at the time of their appointment
 - Seating and tables will be spaced/removed from Staff Back Room
- **Personal protective equipment**
 - Face Masks will be provided to staff and clients who do not have their own.
 - Hand Sanitizers will be provided to staff and clients as they enter the shops and prior to treatments.
 - 'No Touch Thermometers' will be made available to the Reception/Managers
 - Gloves will be provided to staff
- **Personal Hygiene**
 - Hand-washing stations will be available to all staff and clients
 - No touch soap, **garbage cans** and towel dispensers will be available at each washing station
- **Conveying New Safety Measures & Protocols**

- Visible signage posters to reinforce safety practices will be posted throughout the store
 - Frequent Hand Washing
 - Physical Distancing Poster
 - Do Not Enter – self isolation
 - Do Not Enter – Occupancy Limit
- **Cleaning & Disinfecting**
 - All unnecessary items will be cleared from counter tops, workstations, and floors
 - Convenient spray pump solutions will be made available for cleaning and disinfecting equipment/tools/sofas/chairs/beds
 - Water & Bleach solution
 - Lysol® All-Purpose Cleaner
 - Convenient spray pump solutions will be made available for cleaning and disinfecting Common High Touch Areas (CHTA) - tables/desks/pens/switches/door handles/calculators/computers
 - Lysol® All-Purpose Cleaner spray
 - Mop, bucket and detergent will be provided for cleaning and disinfecting floors
 - Lysol® Clean & Fresh MultiSurface Cleaner
 - Wash soda & bleach will be provided for laundry
 - Nelly's Laundry Soda
 - Bleach
- **Other Items**
 - No food allowed on premise
 - No drink provided on premise – clients may bring their own beverages in personal containers
 - Cleansing Foot Bath will be a mandatory add on to any Foot Reflexology treatment
 - The option to not have the face & head touched during a Full Body, Upper Back or Head & Hand massage will be provided to the client

- Touchless sign-in
- Enhanced touchless payment

3. Developed Policies

We have developed the necessary policies to manage the workplace, including policies around who can be at the workplace, roles and responsibility of each staff, how to address illness that arises at the workplace, and how workers can be kept safe in adjusted working conditions.

- **Who Can be at the Workplace Policy**
 - The company has adopted the BC CDC guidance around self-isolation and will restrict the following person from entering the workplace:
 - anyone who has had symptoms of COVID-19 in the last 10 days must self-isolate at home; symptoms include fever, chills, new or worsening cough, loss of sense of smell or taste, difficulty breathing - shortness of breath, sore throat, loss appetite, extreme fatigue or tiredness, nausea or vomiting, diarrhea and new body/muscle aches or headache
 - anyone who has arrived from outside of Canada or who has contacted a confirmed COVID-19 case
 - Workers who may start to feel ill while at work must inform the Shop Reception/Manager in charge or the Owner/Employer. Details including what their symptoms are and how they will travel from the workplace to their home must be conveyed
 - Only those staff scheduled to work may be allowed to enter the shop
 - Worker Health Check Performed by Reception/Manager upon staff entry into work place.
 - Manager to record on Daily Sales Sheet (DSS) opening procedures performed. (Retained indefinitely).
 - Only those clients with an appointment may be allowed to enter the shop
 - Reception/Managers are responsible for performing 'no touch temperature check' of all staff and clients entering the shop. Temperatures exceeding 98.6 F or 37 C, must be instructed to leave the shop
 - Reception/Managers are responsible for ensuring everyone who enters the shop uses hand sanitizer and is Health Checked with their check and contact details recorded on DSS.
- **Personal Hygiene Policy**

- All workers are to wash their hands frequently, including upon arriving for work, before and after treatments, before and after breaks, after handling cash or other materials, before and after handling common tools and equipment
- **Use of Personal Protective Equipment Policy**
 - Face Masks will be mandatory for both staff and clients whilst on the premises. The main purpose is to help protect the environment and other nearby persons from the user's contaminants. It works both ways - protects the user and reduces the spread of germs, viruses, and bacteria.
 - Staff will be provided with new non-surgical Face Masks for every session performed
 - Reception/Managers will be provided with non-surgical Face Masks, to be changed every 4 hours at minimum
 - Clients will be provided with non-surgical Face Masks if they do not have their own
 - Eye protection is advised but not mandatory for staff
 - Hand sanitizer must be used by anyone entering the shop
 - Gloves will be provided for staff use but is not mandatory

- **Cleaning & Disinfecting Policy**

Cleaning & disinfecting is most effective when it is performed by a dedicated team and frequently. Cleaning involves the removal of dirt and debris prior to the disinfecting process. Disinfecting involves the application of a germ neutralising agent to the surface for a necessary period of time.

Reception/Managers are mainly responsible for the cleaning & disinfecting of the Front Reception Desk and reception area including handrails, cabinets, front door, signs, pamphlets and CHTA.

Therapists are responsible for the cleaning & disinfecting of all the floors and the tables/chairs/equipment/laundry/CHTA in the Treatment Rooms and the Staff Back Room.

- All unnecessary items must be cleared from counters/tabletops, workstations, and the floors prior to any shift

- All equipment/tools/sofas/chairs/beds are to be cleaned upon arriving for work, before and after treatments, and before and after handling
 - Water & Bleach solution – one cap full of bleach to 1 litre of water - 500 parts per million
 - Lysol® All-Purpose Cleaner
 - Common High Touch Areas (CHTA) - tables/desks/pens/switches/door handles/calculators/computers are to be cleaned upon arriving for work, frequently on an hourly basis if possible and as part of the closing procedures
 - Lysol® All-Purpose Cleaner spray
 - Floors are to be mopped upon arriving for work
 - Lysol® Clean & Fresh MultiSurface Cleaner – 1 oz for each gallon of water
 - Buckets changed regularly
 - Soiled laundry is to be kept in the washing machine with pre-filled water + wash soda + bleach solution awaiting wash.
 - Nelly’s Laundry Soda – 1 scoop for each medium/regular load (scoop provided)
 - Bleach – ½ cup for each medium/regular load
- **Appointment Booking Policy**
 - Prior appointments and Internet bookings will take priority over walk-ins
 - Name, Phone Number and services provided must be obtained for contact tracing measures if necessary
 - Appointments will be booked on the half hours, to avoid appointment overlaps and facilitate physical distancing measures
 - Appointments will be screened prior to acceptance
 - Any symptoms of COVID-19 in the last 10 days?
 - Any travel outside Canada or contact with a confirmed COVID-19 case within the last 14 days?
 - Clients are advised to only enter the shop at the time of their appointments as they will be required to wait outside if they are early
 - Discounted cleansing Foot Baths will be mandatory for any Foot Reflexology service

- Clients will be given the option to not have Head & Face massaged as part of the Full Body, Upper Back, and Head & Hand Massage treatment
- Clients will be informed of our cashless, 'no touch' payment system

- **Breaks Policy**
 - Staff are requested to take their breaks when ever convenient and where it does not disrupt the effective workflow of the shop
 - Staff on break are encouraged to leave the shop. They must practice personal hygiene measures, remain in close vicinity and be easily contactable
 - Foot Baths will now be mandatory for all Foot Reflexology sessions and appointments will be booked on half hourly basis which will facilitate small breaks in between sessions if required
 - Reception/Managers are advised to provide ample time prior to sessions to conduct their proper screening and instruct clients of new protocols
 - Reception/Managers are advised to provide ample time for clients to prepare for their treatments and time for therapist to perform pre-treatment Personal Protective preparation
 - Reception/Managers are advised to provide ample time between sessions for therapist to clean & disinfect used workstations and prepare for new sessions

- **Stay at Home policy**
 - For the health and safety of colleagues, clients and the public - sick staff are restricted from returning to work until they have recovered and are confident they are not infected by the COVID-19 virus
 - In the event of illness, staff are to inform the shop and the owner of shift(s) which will be missed
 - Advance notice where possible would be appreciated and encouraged
 - Indication of the duration of the absence would be appreciated
 - Obtaining a medical note would be appreciated
 - Result of any testing and clearance before returning to work

- **Covid-19 Action Policy**

Persons who believe they have come into contact with the COVID-19 virus should not return to work but inform the Owner/Employer. They must immediately contact The BC Centre for Disease Control (BCCDC) 1-888-COVID19 (1-888-268-4319) for guidance or call their health-care provider.

Owner/Employer must inform any staff who they feel may have or have been in contact with someone with COVID-19 to not work and immediately contact The BC Centre for Disease Control (BCCDC) 1-888-COVID19 (1-888-268-4319) for guidance.

- Staff may be request to obtain testing and receive clearance before being permitted to work

Any staff member who suspects a colleague has COVID-19 must inform the Owner/Employer directly of their suspicion and their reasoning.

- In the event there is a suspected outbreak at the Shop, the Owner/Employer must assess the likelihood of an outbreak and contact BCCDC when deemed appropriate. The level of disruption to the business, staff, clients and the public may include
 - Informing all staff to self isolate
 - Cancelling all appointments
 - Increasing cleaning measures
 - Closing the business
 - Informing the shopping mall/security of the risks
 - Gathering client contact tracing details

4. Developed Communication Plans and Training

All staff, returning staff, new staff will receive orientation of our My Foot Operations Manual and the inclusion of this COVID-19 Safety Plan. Employees will be informed of the measures and policies the Company has implemented to keep them and the public safe.

Any new staff, in addition to the regular orientation normally provided, will be made aware of this additional COVID-19 Safety Plan.

Effective immediately, this Covid-19 Safety Plan will be permanently inserted as part of the **My Foot Operations Manual (on line & internal data system)**

- One physical copy kept on site at each store location and made available to staff and clients
- Soft copy loaded onto shop google docs shared drive

Effective immediately, this COVID-19 Safety Plan will also be posted on the our official website www.MyFootCanada.com for review by all interested parties, including staff, clients, health authorities and the general public.

Posters and signage supporting contents of the COVID-19 Safety Plan will be posted in the shops informing both staff and clients of its requirements

- Occupancy limits
- Effective handwashing practices
- Main entrance entry restriction
- Physical Distancing

5. On Going Monitor of Workplace and Updates as Needed

Information and details regarding this COVID-19 Safety Plan are current and based on information available as of the date indicated. On going revision may be required as the business operates. Any changes will be made to the safety plan and communicated to staff directly and to interested parties by way of postings/updates on the website.

Any concerns related to safety and understanding of the COVID-19 Safety Plan may be raised through the Head Manager, Trainers or the Owner/Employer directly for resolution. Additionally, email inquiries may be made to HELLO@myfootcanada.ca.

6. Risks from Resuming Operations/OPERATIONS

There are risks arising from operating the business which needs management.

Staff

We will be conducting periodic orientation for staff to address:

- Staff turnover
- Changed job roles
- New equipment & Processes

Physical Site

All equipment and tools necessary for shop operation will be inspected prior to operations

- Equipment & tools in working order
- Mall air conditioning and ventilation in working order

Supplies/Inventory/PPE

Continual top up of previously required and obtaining newly required items. In particular, the challenge to obtain cleaning and Personal Protective Equipment is a concern as availability is in question. As these items are of increased importance and in high demand, operation delays or postponements may be experienced if adequate supply is not obtained.

Staff/Business Associates

Successful operations is largely dependant on the cooperation between us and business associates. With health and safety as a priority, we will only operate with the support of the staff, governments, authorities, associations, landlords, tenants, suppliers and contractors.