



SHINE HAIR CLIENT PROTOCOLS

COVID Policies and Procedures



MAY 1, 2020

SHINE HAIR STUDIO LTD
3003 Cambie Street Vancouver BC

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Hello valued clients:

We hope you are well and managing through the current health crisis. As a community, we will get through this if we all assist each other and work towards the same goal.

At Shine Hair, hygiene standards for our team, Salon, products, and tools have always been our top priority. As such, we have put additional measures in place to ensure our team can serve you in the safest way possible. Be rest assured, we treat your comfort and well being with the utmost care in our planning process to ensure a pleasant experience during your hair services.

In addition to direction from Health BC and local governments, we have developed our enhanced protocols that we insist everyone follow when visiting Shine Hair.

If you feel that you are not able to follow the protocols outlined here, we respectfully ask you not to visit our Salon at this time.

Cathy Luu
Creative Director & Owner

1. Adjusted Occupancy and Social Distancing:

The Salon will be running at a 50% occupancy until further notice. Please take instructions from your Stylist for direction as our internal protocols are designed to create a 6-foot distance between yourself and the other Stylists/clients in the Salon.

2. Our Commitment To Sanitization

All the Stylists will be wearing Personal Protective Equipment (PPE) and adhering to a "one use only" policy for Stylist's aprons, client's capes, towels, etc.

Hand sanitizer will be made available at every styling station, and we encourage you to use it.

Stylists will be cleaning the Salon at the beginning of the day, end of shifts, in between clients, and thorough interval cleaning throughout the day. Surfaces that will be cleaned are:

- Reception desk
- Point of sale equipment
- Styling countertops
- Product area
- Styling chairs & armrests
- Cutting and styling tools
- Handheld mirrors
- Trolleys
- Product bottles
- Shampoo sinks/chairs
- Light switches
- Door handles
- Client hangers
- Washroom

If you wish to view our Salon protocols, please go to shinehair.ca/protocols.

3. Appointment Confirmation & Assessment Risk:

If you are not feeling well with any of the symptoms, sore/tickling throat, sneezing, coughing, headaches, body aches, running nose, etc., please reschedule your appointment.

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We advise you to download the self-assessment tool from Health BC on your phone. The self-assessment tool is located at <https://bc.thrive.health/> or access on your computer at <https://bc.thrive.health/covid19/en>.

You will receive a reminder to take the self-assessment the day before your appointment, which should be completed before you attend your scheduled appointment. For screening purposes, you will be asked a few questions along with doing a thermal temperature reading and signing a waiver indicating that you are symptoms free upon your arrival at the Salon. This process will help Health BC with contact tracing if required.

4. Appointments:

All client appointments will be spaced out with at least 15 minutes in-between to allow for the cleaning and disinfection of each work station. **You must arrive for your appointment at your scheduled time.** Late appointments will have to be rescheduled, as late arrivals will push into the next time slot and not allow for proper cleaning and disinfection.

To ensure there is no overlap of clients and to create as much distancing as possible, you are asked to stay in your vehicle until the Stylist calls you. The waiting area has been removed temporarily.

Please be advised only clients who are receiving services or pre-arranged product pick up will be allowed to enter the Salon. Do not bring anyone else with you, including children & pets.

5. Elderly Clients:

Elderly clients who require support or assistance are permitted to be accompanied by a caregiver. The caregiver will be required to wait outside the Salon during the service. If further assistance is needed, the hairstylist will request the caregiver to attend with proper PPE.

6. Persons With Disabilities (PWD)

PWD clients requiring support or assistance are permitted to be accompanied by a caregiver. The caregiver will be required to wait outside the Salon during service. If further assistance is needed, the hairstylist will request the caregiver to attend with proper PPE.

7. Young Children Appointments:

Appointments for young children under the age of 5 who require parent assistance will be allowed with the following conditions:

- i. Only one child and one accompanying parent.

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- ii. Only one accompanying parent and child service will be allowed within the Salon at the same time.
- iii. The same protocols apply in greeting children and accompanying parent; refer to paragraph 8.
- iv. The child must wear an appropriate child-sized face mask.

Shine Hair understands that COVID has put a lot of stress on everyone, including children. We will make every attempt to make your children feel comfortable but insist that the protocols are followed.

8. Personal Items:

We ask that you do not bring any large knapsacks, oversized handbags, etc. into the Salon and only bring in necessary items such as payment method, car keys, and a cell phone.

9. Arriving for your appointment:

You are required to wear a mask while in the Salon, and during your hair service. Please do not wear a mask that ties around your head, but instead, utilize a mask with ear loops. Upon your arrival, your Stylist will greet you at the door and provide you with hand sanitizer. You will be required to sign a waiver to declared that you are symptoms free after the assessment and temperature confirmation has been completed.

You will be provided with a disposable garment bag, a hanger, and a smock. Please placed the disposable garment bag over your clothing and leave it hanging on the hook in the washroom.

Please wash your hands for 20 seconds with soap and warm water before you proceed to the Stylist chair.

10. Items temporarily unavailable for clients:

1. Coffee, tea, or water.
2. Magazines or newspapers
3. Candy
4. Product testers

11. Distancing:

It is acknowledged that social distancing recommendations of 6 feet cannot be met during the service itself. However, the following distancing measures have been taken into consideration to reduce risk:

1. Only every other Styling stations will be occupied at the same time to ensure 6 feet distancing.

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2. Only one shampoo sink will be used at a time.
3. The Stylist will minimize conversations during client shampooing, especially when the Stylist is leaning over.

12. What to expect during your service

It may be required for you to remove your mask during a shampoo, in which case, a towel will be placed over your mouth and nose temporarily.

13. Salon Hair Products:

Our product shelves have been cleaned and disinfected with the utmost care. To prevent unnecessary touching of multiple items, we ask that you inform your Stylist of your needs, and they will be happy to get the products for you.

14. Payments:

Cashless payment systems include credit cards, debit cards, and e-transfer are preferred. Please practice social distancing as much as possible at the time of payment. The Stylist will receive payment for services at the Stylist chair rather than at the front desk.

15. Suspected/Confirmed Case of COVID-19 Encountered:

In the event there is a suspected or confirmed case of COVID-19, the following protocols will take place.

1. The Salon will be closed immediately for a deep cleaning using Health Canada's enhanced environmental cleaning & disinfection protocols.
2. All clients will be notified.
3. The Salon will reopen after government clearance.