



SHINE HAIR SALON PROTOCOLS

COVID Policies and Procedures



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SHINE HAIR STUDIO LTD
3003 Cambie Street Vancouver BC

Contents

1. Stylist Pre-Work Assessment:.....	1
2. Entering Salon:	1
3. Stylist Personal Items:	1
4. Morning Salon Preparation:	1
5. Stylist Clothing:	2
6. Personal Protective Equipment (PPE):	2
8. Adjusted Occupancy:	3
9. Client Appointment Confirmation Assessment:.....	3
10. Appointments:	3
11. Waiting Area & Chairs:.....	3
12. Double Bookings & Walk-Ins:	4
13. Family/Friend Appointments:	4
14. Elderly Clients:	4
15. Pets:.....	4
16. Young Children Appointments:	4
17. Client Greeting:.....	4
18. Retail Products:.....	5
19. Payments:.....	5
20. Station Cleaning In-between Appointments:.....	5
21. Stylist Breaks & Self Care:.....	6

22. Distancing:	6
23. Heat and Air-conditioning:.....	6
24. Items to be temporarily unavailable for clients:.....	6
25. Daily Interval Cleaning:	6
26. Laundry:	7
27. Maintain Washroom Hygiene.....	7
28. End of Day Salon Sanitization:	7
29. Suspected/Confirmed Case of COVID-19 Encountered:	8

1. Stylist Pre-Work Assessment:

The Stylist should do a self-assessment the night before or before leaving their home for the Salon. The self-assessment is to determine the possibility that the Stylist may have possibly contracted or been exposed to COVID-19. The self-assessment tool can be downloaded to your apple or android phone at <https://bc.thrive.health/> or on your computer at <https://bc.thrive.health/covid19/en>.

If the assessment comes back with a recommendation that you should isolate, do not come to work, and reschedule your clients. If you are not feeling well, no matter how mild your symptoms are, including a scratchy tickling throat, sneezing, headaches, body aches, mild cough or low-grade fever, please do not come to work and reschedule your clients.

If you are showing more symptoms, please call 811 or your doctor. If you test positive, please advise Cathy and also inform your clients that they may have been exposed while visiting the Salon.

It is imperative that you think about your everyday interactions with others and that you consider a high abundance of caution, so the possibility of transmission is reduced. If one Stylist falls ill with COVID-19, the entire Salon will probably have to close for three weeks, and clients will have to be notified.

2. Entering Salon:

Proper hand hygiene is an essential action to reduce the spread of viral illness. Upon entering the Salon, all stylists are to immediately wash their hands with soap and water for a minimum of 20 seconds. Touching any surfaces is not allowed until hand washing is completed. In the event a surface is touched, the surfaced should be sanitized after hand washing. Hands should be washed before and after each client. All Stylists are to take a self temperature reading to ensure their temperatures are below 37.7 C. A mask should be worn before the first client appointments arrive.

3. Stylist Personal Items:

Stylist coats, sweaters, and other clothing should be hung up using a poly garment bag in the closet. All other items should be stored immediately in their personal drawers.

4. Morning Salon Preparation:

Please disinfect all surfaces using provided disinfectants**. Surfaces to be disinfected are:

*** Please use disinfecting spray or wipes on the nonporous surfaces only as disinfecting products on porous surfaces will cause damage. For porous surfaces, please use the cleaning spray provided. Refer to product instructions and directions on how to apply.*

- Front door handle and window
- Alarm pad

- Telephone
- Countertops
- Light switches
- Credit card machines
- Styling stations: Cutting/styling tools, styling chairs and armrests, trolley, and product containers should be sanitized & disinfected
- Shampoo sinks
- iPod
- Fridge and door handle
- All cabinet door handles
- Water dispenser
- Any other areas you deem to need disinfecting

5. Stylist Clothing:

To prevent cross-contamination, all stylists should bring a change of clothing and shoes that they will wear while attending to their clients. The Stylist should change into their work clothes after entering the Salon. After the Stylist's shift is finished and disinfection is completed, the Stylist should change back into their street clothes. Work clothing goes into a plastic bag, and that clothing should be washed in warm to hot water when returning home.

6. Personal Protective Equipment (PPE):

The following guidelines should be followed for PPE usage:

1. **Masks & Shields:** Due to the close proximity when providing hair service, hairstylists are required to wear a mask and face shield as a safety measure when providing any service. The face shield should be sanitized and disinfected daily; please refer to Addendum "A." Masks can be disposable or cloth and must be disposed of or appropriately washed as required by the CDC and or Health Canada. Please refer to Addendum "B" on donning and removing a mask. Disposable masks must be made available by the hairstylists to their clients and are only single-use.
2. **Gloves:** It is not a recommendation for the Stylist to wear gloves unless for chemical services or for sanitization. When gloves are worn for infection control purposes, they must be changed with each service, and that volume alone would be challenging to manage. Gloves worn all day, become more troublesome than no gloves at all. It is recommended that hairstylist adheres to the existing rules regarding handwashing before and after each service. The hairstylist should wash their hands in front of the client if the opportunity exists at the color mixing station.
3. **Gowns:** All clients are to wear gowns with no exception.
4. **Aprons:** Hairstylists are to wear an apron at all times regardless of the service being provided. Aprons should be changed after each client.

5. PPE Supplies: Each hairstylist will be provided with one face shield. Hairstylists are to provide their own supply of masks to their clients and are responsible for any replacements to their face shields.

8. Adjusted Occupancy:

The Salon will operate at a maximum of 50% occupancy; only two chairs will be operational at one time. The chairs to be used will be station 1 (nearest the window) and station 3 (beside the curtain). At no time should there be more than two hairstylists in the Salon for any reason, with the exception of Cathy, to attend to various business matters.

9. Client Appointment Confirmation Assessment:

At the time of client booking, the Stylist is to ask the client to install the self-assessment tool from Health BC on their phone, which is located at <https://bc.thrive.health/> or on their computer at <https://bc.thrive.health/covid19/en>. The Stylist must send out a reminder the day before to remind the client to take the self-assessment the morning of their appointment, and if they are feeling unwell, they should reschedule.

It will also be asked that the client not bring any large knapsacks, oversized handbags, etc. into the Salon. It is requested that they only bring in necessary items such as payment method, car keys, and a cell phone. If a client deems it necessary to bring a bag, the bag must be placed in the plastic wraps that will be supplied.

It is also essential that the Stylist advise their client in advance that a thermal temperature reading will be required upon entering the Salon.

10. Appointments:

All services must be scheduled with adequate time in between appointments to clean and disinfect properly; this should be at least 15 minutes. Clients should be asked to wait outside or in their cars until they are called for their appointment. Appointments should be staggered as no clients will be allowed in the Salon until the previous client has left, and the station has been sanitized. * Disinfectant requires ten minutes to work and dry effectively.

Please be advised the only time an additional client will be allowed in the Salon is for pre-arranged product pick up.

11. Waiting Area & Chairs:

There will be no waiting chairs available for clients as they should be only entering the Salon after being called for their appointment. The one chair at the former waiting area is for a stylist rest area.

12. Double Bookings & Walk-Ins:

Not allowed.

13. Family/Friend Appointments:

There will be only one client allowed at the Stylist's station or in the Salon; no multiple family or friends can be in the Salon at the same time. Clients should be notified of this; children will not be allowed to accompany parent(s).

14. Elderly Clients:

Elderly 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.

15. Pets:

No pets will be allowed in the Salon.

16. 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 an accompanying parent.
- ii. Only one accompanying parent and child service will be allowed within the Salon at the same time. Please coordinate with other Stylists when booking appointments for young children to ensure protocols are followed.
- iii. The same protocols apply in greeting children and accompanying parent; refer to paragraph 17.
- iv. The child must wear an appropriate child-sized face mask.

17. Client Greeting:

Upon the client entering the front door of the Salon, avoid handshaking or hugging.

The client will then be required to have their hands sanitized by the Stylist, by pumping the hand sanitizer onto the client's hands. After sanitization of the hands, the client will then be required to put on their mask if they are not already wearing one. Please ensure the client is wearing a mask that utilizes ear loops only. The client may be required to remove their mask during a shampoo, in which case, a towel should be placed over their mouth and nose temporarily.

The Stylist is to ask if the client completed the self-assessment. If they declare they have no symptoms, the hairstylist is to use the thermal temperature gauge to take the temperature of the client as one final confirmation. The acceptable temperature should not be above 37.7 degrees Celsius. If it is, a second reading should be done. If both temperature readings are above 37.7 degrees Celsius, the client should be asked to rebook and check-in with their doctor.

Now that the client has passed the entry requirements, they will be required to sign a waiver stating they are symptom-free.

The client will be provided with a hanger, a poly garment bag and a smock, which should be placed in the washroom before their arrival.

The client should be asked to change in the washroom, place all clothing onto the hanger with the poly garment bag over the clothing. The clothing should be left in the washroom on one of the hooks provided.

Closet & kitchen areas are reserved for staff only.

18. Retail Products:

Clients are not to engage in touching retail products; instead, the hairstylist is to assist in presenting products. Any unpurchased products handled by the client will need to be sanitized before being placed back on the shelf.

19. Payments:

Cashless payment systems are preferred. If Point of Sale (POS) equipment is used, the equipment must be disinfected after each use.

20. Station Cleaning In-between Appointments:

The Stylist will be required to clean and disinfect all surfaces that have been touched during service. This includes styling countertop, styling chair along with armrests, cutting and styling tools, handheld mirror, trolley, product bottles, and shampoo sink/chair.

The client hanger must be disinfected, and a new poly garment bag and smock prepared for the next client.

Cutting and styling tools should be cleaned and then disinfected by using disinfecting wipes/spray or by submerging tools in Barbicide solution for at least 10 minutes. The proper mixing formulation for Barbicide is 2oz of Barbicide concentrate with 32oz of water ($\frac{1}{4}$ cup of Barbicide concentrate with 4 cups of water).

Barbicide solution must be changed every 24 hours.

21. Stylist Breaks & Self Care:

Stylists should maintain 6 feet apart, with the exception of having to pass one another. Stylists should make sure they adjust and schedule breaks for lunch and water away from clients. During breaks, the Stylist should separate themselves with one Stylist using the kitchen area and the other using the chair near the product shelving. Each Stylist will be responsible for cleaning and disinfecting the area used.

Please make sure to moisturize your hands to protect your skin from cracking. Change your disposable face mask when needed and only touch your face with clean hands.

If a Stylist starts to feel unwell during the work day you will be required to go home and reschedule your clients.

22. Distancing:

It is acknowledged that social distancing recommendations of 6 feet cannot be met in the actual service itself. However, the following distancing measures can be instituted to reduce risk:

1. The Stylist should not be within 6 feet of each other, except for having to move past one another.
2. Only one shampoo sink should be used at a time; two stylists should not be using the shampoo sinks simultaneously.
3. The Stylist should try to minimize conversations during client shampooing, especially when you are leaning over.

23. Heat and Air-conditioning:

Please do not touch the panel as it has been pre-set. Contact Cathy for any adjustments.

24. Items temporarily unavailable for clients:

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

25. Daily Interval Cleaning:

Stylists who are on a shift together should coordinate to ensure the following cleaning and disinfecting occur.

- Regularly clean and disinfect frequently touched surfaces such as furniture, reception desk, countertops, all door handles, light switches, and commonly shared items **every three hours**.

- Clean porous items with an approved cleaner and nonporous items with disinfecting wipes/spray.
- Allow the surfaces to remain moist for the duration as per the recommendation and product instructions. Wipe with paper towels and allow to air dry.
- Alarm pad and flooring to be done in the morning and at the end of the shift.

26. Laundry:

All client smocks, cutting capes, towels, and aprons should not be shaken to avoid any shedding of the potential virus before washing.

All client smocks, cutting capes, towels, and aprons are to be washed and dried on the highest temperature.

The Stylist must wash their hands after transporting laundry items into the machines.

27. Maintain Washroom Hygiene:

The washroom should be disinfected after each client's departure. Areas to be disinfected are door handles, faucet handles, toilet handle, sink, and toilet seat.

Ensure the soap dispenser is no more than half empty and that there are enough paper towels for handwashing.

28. End of Day Salon Sanitization:

Please disinfect all surfaces using provided disinfectants**, surfaces to be disinfected are:

*** Please use disinfecting spray or wipes on the nonporous surfaces only as disinfecting products on porous surfaces will cause damage. For porous surfaces, please use the cleaning spray provided. Refer to product instructions and directions on how to apply.*

- Front door handle and window
- Alarm pad
- Telephone
- Countertops
- Light switches
- Credit card machines
- Styling stations: Cutting/styling tools, styling chairs and armrests, mirrors, trolley, and product containers should be sanitized & disinfected
- All sinks, shampoo, color station, washroom, and kitchen
- iPod
- Fridge and door handle

- All cabinet doors and door handles
- Water dispenser
- Any other areas you deem to need disinfecting
- Mop floor with provided floor cleaner
- Washer and dryer fronts and handles
- Dispose of all garbage
- Sanitize garbage bins with a provided disinfecting spray

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

A. Cleaning staff would wear appropriate PPE including:

1. Surgical mask
2. Latex gloves
3. Disposable gown
4. Eye protection (goggles/face shield) and cap (optional)

B. Clean all potentially contaminated surfaces and items using Health Canada's enhanced environmental cleaning & disinfection protocols.