

Ascend Salon Covid 19 Policy & Protocol

Our policy and protocol are focused on the four levels of protection set out by Worksafe BC:

First level protection (elimination) — Limit the number of people in your workplace where possible by implementing work-from-home arrangements, establishing occupancy limits, rescheduling work tasks, or other means. Rearrange work spaces to ensure that workers are at least 2 m (6 ft.) from co-workers, customers, and members of the public.

Second level protection (engineering controls) — If you can't always maintain physical distancing, install barriers such as plexiglass to separate people.

Third level protection (administrative controls) — Establish rules and guidelines, such as posted occupancy limits for shared spaces, designated delivery areas, cleaning practices, and one-way doors and walkways to keep people physically separated.

Fourth level protection (PPE) — If the first three levels of protection aren't enough to control the risk, consider the use of masks. Ensure masks are selected and cared for appropriately and that workers are using masks correctly

Here is what we are doing to ensure this workplace is safe:

First Level Protection

- Our doors remain locked at all times to control who is able to enter.
- Our occupancy limit has been set to 4 persons. No visitors or tagalongs are permitted.
- Our waiting area is now gone - clients must remain outside/in their vehicle until their scheduled time.
- Walk ins are not permitted until further notice.
-
- All persons entering are required to first place their mask on, sanitize their hands and fill out our safe visit check in sheet before they may proceed.
- Any persons who refuse to comply with our policies or who answer "YES" to any questions on our safe visit check in sheet will be refused service.

Second Level Protection

- Masks are required for all guests and all employees in order to create a barrier.
- We are leaving middle stations empty to maintain physical distancing for all persons.
- Plexiglass has been installed on our front desk.
- The salon has been reconfigured to allow multiple passages to nearly all parts of the salon.

Third Level Protection

- All employees will be required to attend a Covid Policy & Protocol meeting before they are able to perform services as Ascend Salon.
- Retail shelves and items are not to be handled by guests. Persons without appointments who wish to purchase product may only do so when someone is available to safely welcome them in and guide them through hand sanitization and the no-touch retail policy.

- All appointment assignment times have been extended to allow for proper disinfection.
- Lunch breaks are prebooked for one hour to ensure employees are able to eat, use the restroom, relax, and then disinfect again before resuming services. Lunch breaks will be staggered to accommodate distancing in the event that building occupancy limits are able to loosen.

Fourth Level Protection

- All guests and employees are required to wear masks at all times.

SALON PROTOCOL

BEFORE ARRIVAL

- 1) Employees must self assess to ensure they have no symptoms of illness – Covid or otherwise.
- 2) Employees must fill in the safe employee check in sheet before entering the building.
- 3) Employees must check in with salon manager for a visual assessment.
- 4) Employees are to ensure workwear is clean and freshly laundered.

ARRIVAL

- 1) Employees are to bring the bare minimum of personal items to work with them. Lidded bins have been provided to ensure that personal items remain contained and safe.
- 2) Employees are to wash hands immediately upon entry. Sanitizer is available on the front greeting shelf, at the front desk, at each occupied station, and in the back room, both on the counter and on the colour bar. Anti-bacterial soap is also available for use at both the bathroom sink and the back room sink.
- 3) Employees are to ensure hand washing signs are followed when using soap and follow the same hand motions when using sanitizer to ensure proper hand cleaning.
- 4) Each of these instances are scenarios in which it is possible to come into contact with the virus or transfer the virus to another. Therefore, hands must be washed or cleaned with hand sanitizer in each of these instances:
 - upon arrival to the salon
 - after using the restroom
 - after consuming food or drink
 - upon entry in the back room
 - before taking out colour or product in the back room
 - before taking clean towels or capes from the sealed bins
 - before leaving the back room and entering the floor
 - after completing their after-guest cleaning duties
 - before leaving the salon for the day

BEFORE WELCOMING IN A GUEST

1) Employees are to ensure that their station and tools are ready to go, and that they have all the necessary equipment (towels, cape, etc) ready at their station.

2) Wash hands.

WELCOMING GUEST

1) Employees can now unlock the door, and must step back to one of the footprint stickers on the floor, and welcome their guest, directing them first to put on their mask if they have not done so, and then instruct them to disinfect hands.

2) Employees are to guide their guest to the safe visit sheet and ensure it is completed, taking note of their answers to ensure they are safe to be visiting. Employees are to inform their guest that while products cannot be touched, that staff is happy to assist with any purchasing or product inquiries.

3) Ensuring their movements will not interfere with any other persons in the salon, the employee can now lead their guest to their station and begin services.

DURING VISIT

1) No physical contact beyond what is needed to do the job is permitted.

2) Employees are to ensure that nothing is left behind at the sinks or in the back room. Once the guest has been taken back to the station, employees must clear the sink of all foil/cotton/hair etc and wipe down the sink, chair, armrests, etc to ensure that the sink station will be safe to use by another stylist. In the back room, employees are to wash their hands before taking out any colour, bowls, foils, etc and must ensure that everything is put away again before leaving the back room.

RING OUT PROCESS – SALON MANAGER

1) The salon manager is to ensure all surfaces that a guest may need to touch are cleaned and disinfected and ready to go.

2) The salon manager will punch total into the machine and allow guest to complete the transaction.

3) The salon manager will rebook the guest, and direct them to the far footprints on the floor to enable you to unlock door to allow them to exit.

4) The salon manager will re-lock the door once the guest leaves and will begin cleaning and disinfection of the front end area.

RING OUT PROCESS - STYLIST

1) Employees are to ensure that the front end is ready to be used before allowing their guest to leave their station.

2) Employees are to reassume distancing and guide their guest to the front desk to proceed with checkout. Employees are to ensure that their guest knows that the surface they are about to use has

been cleaned and disinfected beforehand and is ready for them.

3) Once the salon manager has taken over, the employee must immediately wash their hands and then begin cleaning and disinfection after their guest.

AFTER-CLIENT CLEANING - STYLIST

1) remove hair from used tools & place tools and tool brush in disinfectant

2) sweep hair and empty into hair bin

3) place all towels into laundry basket and put all debris into the appropriate recycling or garbage bins

4) clean any visible debris from surfaces, chair, sink, cutting stool, blow dryer, iron, ETC

5) take disinfecting wipe and wipe down any touched surfaces, chair, sink, cutting stool, tool and product that has been touched and/or used

6) use hand sanitizer before taking the cleaned products to the back room, and then return cleaned backbar products to the bins in the back room and replace the lid

7) retrieve used towels from bin and put them into the washer- start washer after 2 clients to ensure clean towels are available at all times

8) wash hands thoroughly

9) bring fresh towels and fresh cape to station to be ready for the next guest

AFTER-CLIENT CLEANING – SALON MANAGER

1) use disinfectant wipe to clean debit terminal & any other places touched, including the front door handle and door lock

2) if a retail item was touched but not purchased for some reason, wipe the container down with disinfectant wipe and return it to the shelf

3) wash hands thoroughly once cleaning and disinfecting has been completed

IN THE BACK ROOM

1) Employees are to wash their hand hands each time they enter the back room, and again before they exit it.

2) No more than 2 people in the back room at one time while maintaining as much distance as the space will allow.

3) The back room can no longer be used as a place of congregation. Employees are to only use the back room for mixing colour, passage through for cigarette breaks or eating lunch.

4) Dishes must be cleaned and dried immediately after being used and returned to their storage location before exiting the staff room. All personal food dishes and items must be cleaned and put back into their bin immediately after being used.

5) once again - After mixing color, and before returning to client, all products used must be returned to their proper location. We have reconfigured the colour box and colour bottle storage to help make this a quick and easy task.

6) All items (brushes, colour bowls, etc) returned to the back room must be properly cleaned and returned to their proper location immediately.

7) Before leaving for the day, employees must ensure that the base of their chair, their mat and the surrounding floor is free of hair/debris and is washed.

8) No personal items are to be left behind at the end of the day.

Safe handling of all common use items must be maintained at all times.

MANAGER CLEANING DUTIES

In addition to the already mentioned ring out and after client cleaning process duties, the salon manager will:

- clean and disinfect high traffic touchpoints – doorknobs, light switches, paper towel holders, toilet paper holder, etc
- clean and disinfect the bathroom every day
- sweep throughout the day as needed
- spot mop throughout the day as needed
- clean and disinfect the retail shelves and products once a week, or as needed
- vacuum and mop the floors daily
- keep the windowsills dust and debris-free
- keep the back room organized and clean
- fold towels, capes and clothes and place them in the sealed bins