

Shine Covid-19 Mitigation Plan

Stylists & Estheticians

1) Team Member Sickness Policy

- a. Stylists/Estheticians will be expected to stay home if they have a fever, sore throat, persistent cough or sneezing, trouble breathing, etc.
- b. A checklist of symptoms will be assessed, at the time of call-in, and may require the affected person to seek guidance from 811 &/or the Covid-19 Hotline
 - i. If 811 &/or the Covid-19 Hotline are required to be called, the impacted person must contact Shine with the guidance given to them by the respective medical professional(s)

2) Safe Distancing

- a. The occupancy limit of the salon has been set at a maximum of 12 guests and team members in the salon at any given time
 - i. Should the occupancy of the salon reach 12 people, the door must be locked until someone leaves and then only 1 person can enter per person leaving until the number of people in the salon is low enough that the door can remain unlocked
 - ii. Everyone needs to pay attention to the number of people in the salon so that the occupancy level can be reacted to in a timely fashion
- b. It is important to try and keep a minimum distance of 6 feet from guests & each other
 - i. There may be times where people temporarily pass within close proximity of each other (ie coming around a corner, or bathroom door opens unexpectedly) however safe distancing will need to resume as soon as this is realized
 - ii. Exception to this will be when a stylist/Esthetician is performing a service on their own guest and Safe Working Protocols are being followed.
- c. Plexiglass (and other barriers) have been installed where safe distancing cannot be feasibly achieved through, regular safe working protocols
 - i. At the Front Counter where people need to pay for product & services
 - ii. At the Nail Desk to help reduce contact with guests
- d. Waiting area chairs have been removed as safe distancing cannot be guaranteed with guests sitting in the chairs
- e. Only 1 hair wash station may be used at a time to help foster safe distancing between guests
 - i. The 2nd hair wash station has been taken out of service by posting a sign (on the chair) indicating that is not to be used so that we can help ensure that social distancing, between guests, is maintained.
 - ii. If it becomes apparent that there is too much of a negative impact, as a result of only using 1 hair wash station at a time, the use of a barrier between the sinks may be implemented, if it is deemed safe to do so.
- f. Only 1 hair dryer chair may be used at a time to adhere to safe distancing
 - i. The 2nd hair dryer chair has been taken out of service by posting a sign (on the chair) indicating that is not to be used so that we can help ensure that social distancing, between guests, is maintained.
 - ii. If it becomes apparent that there is too much of a negative impact, as a result of only using 1 hair dryer chair at a time, the use of a barrier between the dryers may be implemented if it is deemed safe to do so.
- g. The ottoman has been temporarily moved from front window area to create more distancing as people travel past the makeup station & first hair station
 - i. The ottoman has been moved to the area previously occupied by chairs to continue to be able to provide additional product storage

- ii. The ottoman has been taken out of service by posting a sign (on the ottoman) indicating that is not to be sat on so that we can help ensure that social distancing, between guests, is maintained.

3) Face Masks

- a. Must be worn throughout shift, especially while one on one with guests
- b. Face Mask must be removed following the safe mask removal step guidelines (see: When To Use a Mask Handout in the Best Practices Tab of Covid-19 Safety Plan Binder)
- c. Hands must be washed immediately following mask removal following proper hand washing guidelines (see: Help Prevent The Spread Of Covid-19 Handout and the Reduce The Spread Of Covid-19 Handout in the Best Practices Tab of Covid-19 Safety Plan Binder)

4) Gloves

- a. Must be worn when performing services on guests
- b. Must be worn when performing cleaning duties
 - i. cleaning after guests leave station
 - ii. cleaning high touch points like pin pad, counters, door handles/knobs, bathroom, etc
- c. Must be worn when checking out guests
- d. Must be removed following safe glove removal guidelines (see Disposable Glove SOP Handout in the Best Practices Tab of Covid-19 Safety Plan Binder)

5) Cleaning Protocols

- a. Each Stylist/Esthetician must wash their hands at the start of their shift, prior to each guest's services being started, after performing cleaning and sanitizing procedures at the end of each appointment, after eating or drinking, after removing their mask, after touching their face, or at least once every 2 hours (in the absence of guests)
- b. Each station must be cleaned & sanitized after every guest/service performed
 - i. This includes wiping down chairs, tools used to perform services, etc
 - ii. In the event that someone sneezes, or coughs, (with, or without, a mask on) everything in the general direction of the sneeze or cough must be sanitized
- c. The front door & bathroom door handles must be sanitized after being touched
- d. The Moneris Pin Pad must be sanitized (by spraying disinfectant on a cloth/paper towel and wiping pin pad surface) if a customer touches the pin pad with their hands, or if it is determined that the pin pad has been compromised
- e. The front counter must be sanitized if a customer touches it or places any personal object on it
- f. The high touch points in the bathroom must be sanitized at least 2 times per day, or more frequently if it is determined that the bathroom has been compromised