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SAFETY GUIDELINES FOR HEALTH AND SAFETY

RE-OPENING PLAN BEYOND COVID-19

In light of the COVID-19 pandemic, we will be re-opening our spas with the following strict guidelines in order to protect the safety of guests and employees. These recommendations should be used in conjunction with the board rules for safety and sanitation that are currently in place. Keep in mind that these guidelines will be in effect during the period of the COVID-19 pandemic and may be adjusted as necessary, and they will be reduced when safe to do so. Upon inspection from your Spa Director, if any employee is found in violation of these guidelines, they may be coached accordingly. We will not risk being closed immediately by public health officials or the board.

Salon/shop owners and managers should use the OSHA “Guidance on Preparing Workplaces for COVID-19” as this guide for reopening.

**Temperature checks** -We will use a touchless infrared thermometer to check the temperature of our employees each day and of each guests who enters the spa. Any employee or client who has a temperature above 99°F should be sent home immediately and not allowed to return to the spa until they have no fever and no evidence of COVID-19 symptoms for 14 days.

**Spa Coordinator will ask each client entering the shop the following questions:**

* Have you recently had a cough?
* Have you had a fever?
* Have you been around anyone exhibiting these symptoms within the past 14 days?
* Are you living with anyone who is sick or quarantined?

**Limit people in the Spa** – We will limit the number of persons in our quiet room to give them a safe social distance of 6ft apart. A letter will be sent to our guests asking them to arrive 15 min prior to appointment time and we will take them to the changing lounge after all appointments. Our spas during this time are not be used for social gathering places, so no parties will be permitted during this time! Spa Directors/Assistant Managers will determine appropriate levels of guests in the quiet rooms. Carmel, we will open the sliding door to spread out our guests.

**Maintain social distancing** at all times! Spacing between persons in the spa should be at least six feet, except when staff are servicing clients. We ask that employees do not gather in breakrooms and be respectful of social distancing.

**Personal Protective Gear-**

* **Wearing masks** – All employees will be required to wear masks at all times.

* **Gloves** – It is recommended that employees wear disposable gloves when servicing clients and change gloves between each client to the greatest extent possible.
* **Hand-washing** with antibacterial soap, warm water, for a minimum of 20 seconds will be required by employees between every guest service. You are to wash your hands in the treatment room before/after the service with the guest on the table. \*\*We ask you to replenish guest water before you service begins for less contamination. Bring water glass from the quiet room and do not touch the inside of the glass. \*if your room doesn’t have a sink you will use hand sanitizer.
* **Employee clothing** – Employees should arrive at the spa showered and wearing a clean uniform. Employees should change clothes before entering their homes when they return from work.
* PPE, such as gloves, linens and eye coverings should be changed between each client. These used items should be cleaned and disinfected or discarded in a closed container. We will spray All Purpose Republic Cleaner on all table and linens between clients.

**Disinfection** – all spas have been sprayed with Microshield 360.

* Disinfectant for immersion of tools, must be mixed daily and replaced sooner if it becomes contaminated throughout the workday. Disinfectant only works on a clean surface so clean all surfaces and tools with hot soapy water, Clorox cleaning wipes (if using wipes) or All Purpose Republic, be sure to cover surface thoroughly before disinfecting.
* Contact time on label must be observed for disinfectant to work. Contact time refers to how long the disinfectant is visibly wet on the surface allowing it to thoroughly destroy all of the pathogens. Typical contact time for immersion/sprays is 5-10 minutes, for disinfectant wipes is 2-4 minutes.
* Disinfectants used for immersion must be changed daily or sooner if it becomes contaminated (ex: hair/debris floating in solution or cloudy solution.)
* Disinfection is for hard non-porous surfaces, glass metal and plastic.
* Porous/soft surfaces cannot be disinfected and must only be used once and then discarded (tools such as cardboard files and buffers.)
* Launder all linens and towels hot soapy water and dry completely at the warmest temperature allowed and store in an airtight cabinet. (Zionsville, in the future we will install cabinets.

**Reception area -**

* Remove all unnecessary items such as magazines, newspapers, service menus, any other unnecessary paper products and decor.
* Wipe reception desk with disinfectant. We will discontinue the guest sign in.
* Employees should frequently wash their hands after using the phones, computer, cash register and/or credit card machine. Wipe these surfaces between each use with All Purpose Cleaner or Clorox wipes. Front desk will be required to use wear gloves until CDC and government officials direction to stop.
* Avoiding the exchange of cash can help greatly in preventing spread of virus, but if this is unavoidable, be sure to wash and sanitize hands well after each transaction. The use of credit/debit transactions is preferred, using touch/swipe/no signature technology. I ask that you take the credit card from the guest and sign for them. Please do not let the guest touch the machines. All credit card machines will be moved to the Spa Coordinator side of the desk.
* Clean and disinfect all retail areas, daily, including products. Try to avoid client touching products that they don’t plan to purchase.
* Clean and wipe all door handles and other surfaces that are regularly touched by guests and staff with disinfectant wipes.
* We have provided hand sanitizer and tissues for employees and guests at all check-out stations.
* We will have placement of visible and appropriate signage to communicate to the customer that thorough sanitation procedures are in place.
* Tester will be removed and placed neatly under the counters and may be used per guest request.

**Changing Lounges -**

* Every hour we will clean and disinfect ALL restroom surfaces including floors, sinks and toilet bowls. Store paper products in a closed cabinet and provide antibacterial hand soap. Place trashcan by door. Remove anything that does not have to be in the restrooms.
* Amenities will be placed in a central area for the Hospitality team. We will have a sign for the guest to ring the doorbell when needing amenities which will be sanitized by Hospitality team after each guest usage.
* We will spray All Purpose disinfectant inside and outside of all lockers
* We will assign everyone to a locker to give spacing to our guests.
* Shower will be sprayed after each use.

**Treatment Rooms and Back Bar Workstations-**

* Clean and disinfect all work area surfaces. Clean and disinfect equipment, head rest, bolsters and door handles with All Purpose Clean Republic or Microshield.
* Clean and disinfect all reusable tools and store in an airtight closed container.
* Check to make sure all products such as lotions, creams, waxes and scrubs have always been in a closed container, if not you must discard and replace.
* Remove and discard all single use tools such as paper files and buffers, that have already been used.
* Clean and disinfect all linen hampers and trash container and only use such container that can be closed and use with liners that can be removed and discarded
* Provide hand sanitizer at all work locations for employees and guests.
* Clean and disinfect all surfaces such as, chairs, tables, electrical appliances (don’t forget the cords).
* Clean and disinfect all hampers that hold soiled linens and be sure to use one that can be lined and closed.
* Remove and discard any products that could have been contaminated by improper unsanitary use. Replace with new product.
* Empty all wax pots and disinfect before refilling them with new wax. Purchase new single use applicators that can be deposed of in an airtight trash bin. The airtight trash bin should have a lid and should be lined with a disposable plastic bag.

**Pedicure Bowls-**

* Remove all items that can removed (Menu’s, magazines anything on setting out.
* Clean all removed parts & implements with soap and water, rinse in clear water and then immerse into properly diluted disinfectant for full recommended contact time.
* Scrub bowl with soap and water and replace removed parts to bowl.
* Rinse out bowl with clean water.
* Fill bowl again with clean water and proper amount of disinfectant and let stand for proper time (at least 8-10 minutes).
* If your bowl has jets, allow the jets run for a full 10 minutes with disinfectant.
* Ask guest to use hand sanitizer or wash hands before performing a manicure.
* Nail rooms will only host two clients at a time.

**Quiet Rooms**

* Limit number to (6) guest in the large quiet rooms. (2) larger quiet rooms
* No magazines
* No coloring books
* No journal book
* No blankets
* No neck wraps
* We will provide individual snack bags
* Bowl of mints may remain

**Administrative Controls-**

* Employees who are sick will be expected to stay home.
* Spa Director’s will provide training, educational materials, and reinforcement on proper sanitation, handwashing, cough and sneeze etiquette, using PPE, and other protective behaviors.
* Ensure breakrooms are thoroughly cleaned and sanitized and not used for congregating by employees.
* Ensure that all sinks in the workplace have antibacterial soap available and paper towels.
* Post handwashing signs in the restrooms.
* Provide alcohol wipes for use at phone stations.
* We will be flexible with work schedules/spa hours to reduce the number of people (employees and guests) in the spa at all times in order to maintain social distancing.
* We will provide Barbicide® or EPA disinfectant wipes, liquid disinfectant containers, and Barbicide® concentrate/or EPA approved disinfectant for disinfecting technical implements and work areas.
* We will discontinue hand relief treatments as well as scalp, neck, and shoulder massages during the COVID-19 pandemic.
* All treatments will have an added built in time of 10 min for additional sanitation during the COVID-19 pandemic.
* We will discontinue Agave Nectar pedicure and Back Neck and Shoulder during this time.

**Sick Guest or Employee Protocol:** If a guest or staff member becomes ill while in the spa follow the guidelines: If possible, close off all areas used by the sick person If possible, open outside doors and windows to increase air circulation and wait up to 24 hours before you clean or disinfect (if 24 hours is not feasible, wait as long as possible) Clean and disinfect all areas used by the sick person. Therapist are to stop the service if “they” or the “guest” starts coughing beyond a tickle of the throat.

**Script: *I’m sorry Ms. Smith but it appears you have a heavy cough more than allergies; I have been asked to stop the service is a guest show signs of sickness. I’m so sorry to do this to you, let’s reschedule, what we had for today’s service is complimentary.***

**Treatments and Offerings:**

* **Facials** – we will add 15 min. clean up time for every facial.

Encourage guest to book, Hydrafacial and Microdermabrasion less physical touching. All facials will be performed

* **Massage & Body Treatments –**

10 min added to all Massage Treatments

Omit these services: Scalp massage, Back Neck & Shoulder massage.

80 min services only?

* **Nail Treatments –**

15 min added to all Nail appointments

Omit Agave Nectar. Only perform Lavender Sugar Scrub or Woodhouse Signature and Manicures

**Guest Scripts Washing Hands before services** – guest at check-in will be asked to wash their hands.

**Hospitality Check-in Script:** *Ms. Smith, we are really glad you choose to come in today for your \_\_\_\_\_treatment, before you therapist greets you can you please take a moment to wash your hands for 20 seconds. We really appreciate it.*

**Therapist Script at greeting**: *Hello Ms. Smith, gently bow it’s wonderful to meet/see you today. Did you have a chance to wash your hands when you came in today? Wonderful, let’s get you back to the treatment room. Follow me.*

**Date to Reopen – May 4th**