

Your safety and the safety of the crew at the **is. Salon Group** is important to us! As we continue to navigate the COVID-19 Pandemic we have had to make several modifications to our service and experience offerings you have come to expect at **is.**

As required by the Provincial Government of British Columbia we are required to comply with several procedures and protocols to meet WorkSafe BC guidelines and social distancing requirements. While many of these temporary changes are significant, the entire team at the **is. Salon Group** continues to be committed to your satisfaction ensuring you receive the unparalleled service we are known for.

The **is. Salon Group** makes use of cleaning products and protocols which meet or exceed BCCDC, WorkSafeBC and Health Canada Guidelines. The disinfectants being used meet the criteria for use against SARS-CoV-2, the virus that causes COVID-19, and are effective against viruses, bacteria and other airborne and bloodborne pathogens.

At the **is. Salon Group**, we uphold the highest degree of sanitization procedures which include, but are not limited to:

### DISINFECTION AND SANITIZATION:

- All surfaces are disinfected and sterilized before and after each guest.
- All work stations are disinfected and sterilized before and after each guest.
- All tools (*including scissors, brushes, clips, combs etc.*) are disinfected and sterilized before and after each guest.
- High touch areas (*such as door handles, keys, pens, light switches, etc.*) are disinfected and sterilized frequently.
- Payment terminals are disinfected and sterilized before and after each guest.
- All guests are required to wear face coverings while on salon premises.

### MISCELLANEOUS:

- Guests are required to complete a Health Declaration prior to their appointment. If the guest is experiencing any symptoms they will not be permitted into the salon and their appointment will be cancelled.
- Refreshment service is temporary suspended.
- Clear signage is visible and available communicating our procedures to our guests.
- We have restricted scheduling and reduced our capacity.
- The waiting area is temporary closed - guests are instructed to wait outside until their scheduled appointment.
- Discontinued the practice of handshaking and non-essential contact.
- Physical distancing is recommended. Where physical distancing is not possible - guests and employees are encouraged to pass the area as quickly as possible.
- Signage is visible throughout the salon premises.

### LAUNDRY:

- All capes, towels and laundry are freshly laundered and dried using high heat.
- Each guest is provided with their own clean towels and capes.
- The use of gowns is temporary discouraged to reduce the risk of spreading COVID-19.

### TEAM MEMBERS:

- If a Team Member is experiencing any symptoms or feels sick, they will be asked to stay home and seek medical attention. Their appointments will be rescheduled.
- Appropriate Personal Protective Equipment (PPE) will be worn by all Team Members. This may include the use of face coverings, gloves, face shields and/or clothing coverings.
- All Team Members have been instructed to wash their hands, or use sanitizer when a sink is not available, before/after every client and after any of the following activities: using the restroom, sneezing, touching the face, blowing the nose, cleaning, sweeping, mopping, smoking, eating, drinking, going on break and before or after starting a shift.
- If a Team Member is experiencing any symptoms or feels sick, they will be asked to stay home, and seek medical attention. Their appointments will be rescheduled.
- All Team Members will receive training on COVID-19 safety and sanitation protocols.
- Team Members will be responsible for cleaning and sanitizing their stations and salon chair between each client.
- Team Members will be responsible for sanitizing each back-bar product they use after each client.
- Team Members will be responsible for completing cleaning duties around the salon and assisting with sanitization measures during their shift.
- Team Members will be responsible for cleaning and sanitizing their station, the salon chair, the fatigue mat, the mirror and their tools at the end of their shift.
- Capacity of the staff room has been restricted to maximum of 3 people.

\* These procedures and protocols may be amended based on the discretion of Management to comply with the guidelines and protocols set out by WorkSafe BC, Vancouver Coastal Health and the Provincial Government. Further information can be found online: <https://www.issalon.ca/covid19>

#### **is. SALON YALETOWN**

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T: 604-569-4247 | E: info@issalongroup.com | W: www.issalon.ca

#### **is. SALON KELOWNA**

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T: 778-484-3434 | E: info@issalongroup.com | W: www.issalonkelowna.ca

**PREPARING FOR YOUR VISIT TO IS.**

- **Arrive no more than 5 minutes before your appointment.**  
Due to social distancing, the waiting areas are no longer available. Please wait outside until the Front Desk notifies you.
- **Please wear a mask in the salon at all times.**  
You may bring a personal face covering from home or purchase a mask on arrival. Guests not wearing a mask will not be permitted into the salon.
- **Gowns are temporary discouraged.**  
A freshly laundered cape will be provided for each guest. Please wear clothing suitable for the risk (such as: moisture, colour, hair etc.) of the service. (The is. Salon Group will not be held responsible for damage to personal items.)
- **Attend appointments alone.**  
Friends, family, children and/or pets will be asked to stay at home.
- **Avoid bringing in jackets and other personal items into the salon.**  
To avoid potential contamination, please leave jackets and personal belongings at home. (The is. Salon Group will not be responsible for any contents left in your vehicle.)
- **Virtual consultation.**  
Your stylist may contact you 24-48 hours prior to your scheduled appointment to provide a virtual complimentary consultation.

**ARRIVING FOR YOUR APPOINTMENT @ IS.**

- **You will be screened for any COVID-19 Symptoms.**  
We ask all guests to complete the online COVID-19 Health Declaration.
- **Please wear a mask in the salon at all times.**  
You may bring a personal face covering from home or purchase a mask on arrival. Guests not wearing a mask will not be permitted into the salon.
- **Please disinfect your hands using hand sanitizer provided.**  
Please sanitize your hands upon entry; before and after using the washroom and upon exit.
- **Our refreshment service and magazine offerings are temporary unavailable.**  
If necessary - we recommend bringing in a beverage with a resealable lid and refrain from bringing in food.

**DURING & AFTER YOUR APPOINTMENT @ IS.**

- **Please wear a mask in the salon at all times.**  
You may bring a personal face covering from home or purchase a mask on arrival. Guests not wearing a mask will not be permitted into the salon.
- **Our refreshment service and magazine offerings are temporary unavailable.**
- **Gowns are temporary discouraged.**  
A freshly laundered cape will be provided for each guest. Please wear clothing suitable for the risk (such as: moisture, colour, hair etc.) of the service. (The is. Salon Group will not be held responsible for damage to personal items.)
- **During your shampoo, the conversation will be kept to a minimum.**
- **The station will be disinfected for each guest.**  
Your stylist will disinfect all tools and sanitize the station for each guest. to read more about our sanitization procedures, please click [here](#).
- **Complimentary follow up.**  
Your stylist may contact you 24 to 48 hours after your appointment to follow up and ensure your satisfaction.