



HEALTH AND SAFETY PLAN

Updated: November, 2020

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, we continue to adapt and pivot our Safety Plan. The entire team at the **is. Salon Group** continues to be committed to your satisfaction and 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.

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 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.
- All guests are required to sanitize their hands upon arrival to the salon, and/or after using the rest rooms.

TEAM MEMBERS:

- All team members will be screened for symptoms, sign a Health Declaration and have their temperature taken upon arrival to the salon. If our team is experiencing any symptoms, including an elevated temperature or feels sick, they will be required to stay home.
- Masks are required to be worn by all team members while on salon premises.
- All staff 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.
- All staff members will receive training on COVID-19 safety and sanitation protocols.

MISCELLANEOUS:

- Guests are required to complete a Health Questionnaire 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.
- At this time, we are limiting time to a minimum at the back bar/sink area and have discontinued scalp massages.
- Refreshment service is temporary suspended.
- Guests are not permitted to eat or drink in the salon.
- Clear signage is visible and available communicating our procedures to our guests.
- We have 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.
- Plexi-shields have been installed between stations. Where there are no plexi-shields, the stations have been closed.
- 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.
- The back room has a maximum capacity of 3 people.

LAUNDRY:

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

* 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>