



SALON REOPENING SUMMARY

MODERN BEAUTY

May 12, 2020

Guidelines for Salon Professionals

The information provided in this presentation is a compilation of recommendations set by Canadian provincial and federal governments in order for salons and spas to resume business following the COVID-19 pandemic. The intent is to minimize risk of exposure and spread between employees and clients to protect the health of all those around us.

Modern Beauty Supplies recognizes that government regulations may continue to change and will vary across the country. This is meant as a guide supplemental to your local government and health authority guidelines and regulations.



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Hygiene

Proper hygiene can help reduce the risk of infection spreading to others

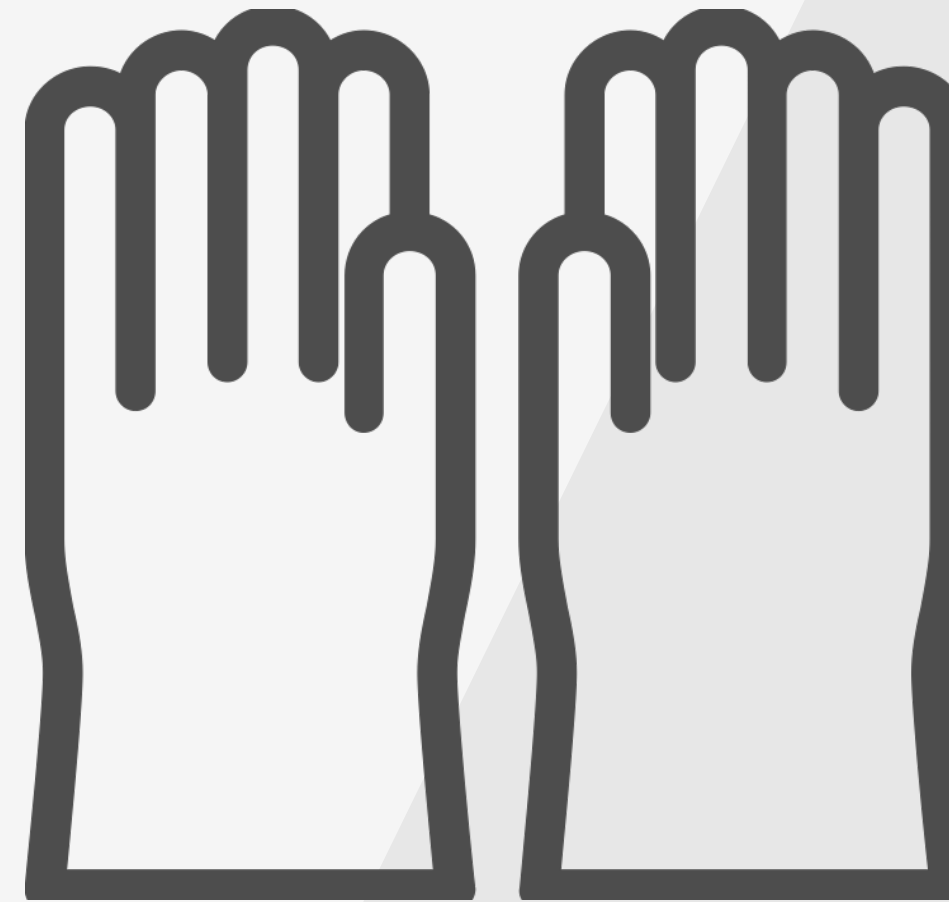
- **Wash hands often with soap and water for at least 20 seconds**
 - Use alcohol-based hand sanitizer (minimum 60% alcohol) if soap and water are unavailable
 - Some hand sanitizers for purchase from Modern Beauty:
 - CHI Organic Gardens Moisturizing Hand Sanitizer (Available in 4 sizes, [click to shop](#))
 - Segals Ultra Clean Hand Sanitizer Spray ([Click to shop](#))
 - La Palm Hand Sanitizer ([Click to shop](#))
- **When coughing or sneezing:**
 - Cough or sneeze into a tissue or the bend of your arm, not your hand
 - Immediately dispose of any tissues you have used in a lined garbage and wash your hands afterwards
- **Avoid touching your eyes, nose, or mouth with unwashed hand**

Personal Protective Equipment



Masks

Masks alone will not prevent the spread. You must strictly adhere to good hygiene and public health measures.



Gloves

Glove use is not a substitute for adequate and frequent hand hygiene and must be changed frequently.



Uniforms

It is highly recommended to have clothing and shoes intended only for work.

Masks

Masks alone will not prevent the spread of COVID-19. You must consistently and strictly adhere to good hygiene (i.e. frequent hand washing), public health measures, and social distancing.

You can purchase Allure Disposable/Reusable Face Masks or Face Shields from Modern Beauty ([Click to shop](#))

How to put on a non-medical mask:

1. Ensure the mask is clean and dry.
2. Perform hand hygiene.
3. Ensure your hair is away from your face.
4. Place the face covering over your nose and mouth and secure to your head or ears with its ties or elastics.
 - Adjust if needed to ensure the nose and mouth are fully covered.
 - The mask should fit snugly to the cheeks and there should not be any gaps.
5. Repeat Step 2.

[Click: How-to Video](#) *Information varies from Canadian recommendations for when to use masks

Masks

While wearing a mask:

- Avoid touching your face. If you do touch your mask or face, you should immediately perform hand hygiene
- Do not allow it to hang from your neck or place it on your head
- Change a mask as soon as it gets damp or soiled

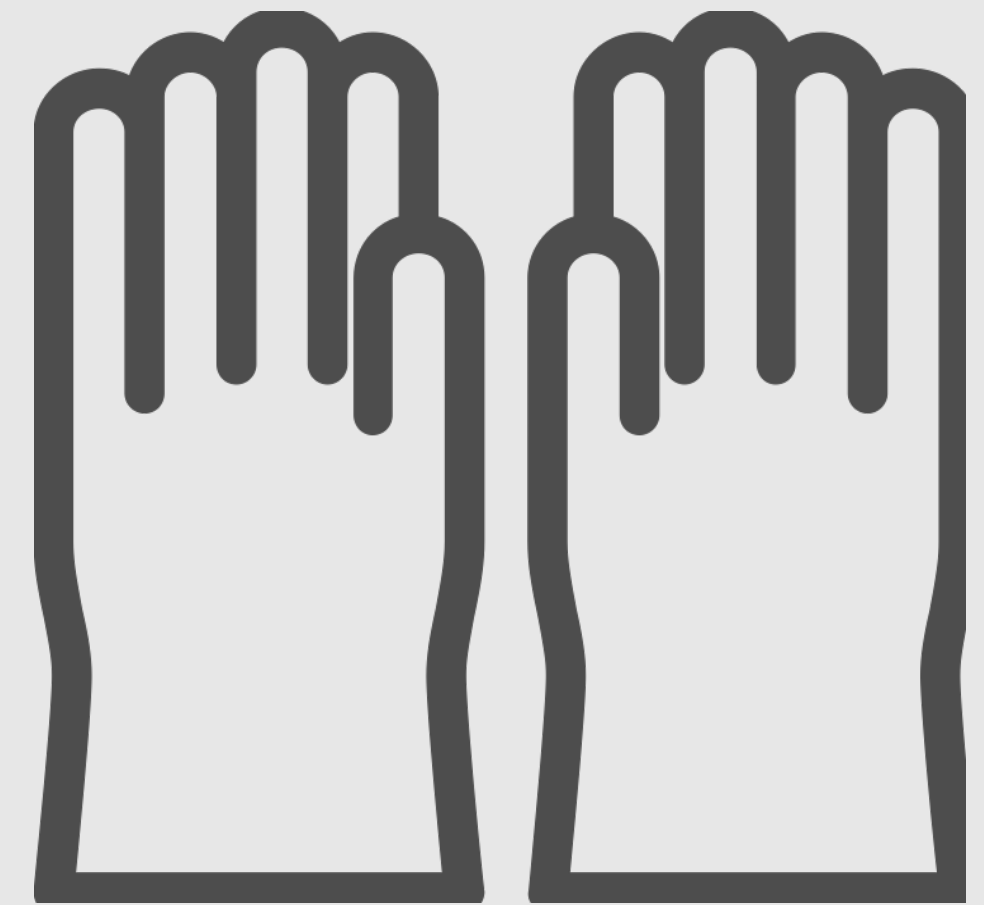
How to remove a non-medical mask:

1. Perform hand hygiene.
2. Remove the face covering by un-tying it or removing the loops from your ears.
 - Avoid touching the front of the mask when removing it.
3. Dispose of the mask.
 - Cloth: Put it directly into the washing machine or a bag that can be emptied into the washing machine and then dispose of the bag. It can be laundered with other items using a hot cycle, and then dried thoroughly.
 - Disposable: Place it into a garbage bin or plastic bag. Do not reuse the mask.
4. Repeat Step 1.

Disposable Gloves

Glove use is **not** a substitute for adequate and frequent hand hygiene.

- Hand hygiene must be performed:
 - Before wearing gloves
 - When changing to a new pair of gloves
 - Removing gloves
- Gloves must be changed frequently.
 - Some examples include: going to a new work station, after emptying the garbage, between clients, coughing/sneezing into it, clearly soiled, or touching your face/hair/mouth
- Avoid touching your face or mouth
- Disposable gloves should only be used once then disposed of into a lined garbage bin



You can purchase 30+ different styles, colours and sizes of gloves from Modern Beauty ([Click to shop](#))

Dedicated Uniforms

It is highly recommended to have clothing, and shoes, intended just for work

- A smock should be worn and changed in between clients
- Work clothing and smocks should be placed in a plastic bag until ready to wash with laundry detergent and warm to hot water.
- Hair should be pulled back in a pony tail or bun



We carry a variety of smocks at Modern Beauty ([Click to shop](#))

Re-Opening Walk Through



1. Deep Cleaning Supplies Checklist

Check	Re-Opening Supplies
	Disinfecting Solutions (ex. Barbicide, 70% Alcohol, PreEmpt Disinfectant, Clippercide)
	Hand Sanitizer
	Clean Towels (ex. Allure Premium Disposable Towels)
	Paper Towels
	Gloves
	Trash Bags
	Face Masks (ex. Allure 3-Ply Disposable Masks, Allure Reusable Mouth Masks)
	Face Shields or Goggles (ex. Allure Face Shield)

2. Reception Area

- Discard magazines and non-essential items (i.e. blankets, pillows) in the waiting area that cannot be disinfected
- Remove beverage and food areas
- Wipe down all soft surfaces (couches, chairs) with water and a clean towel
- Remember that soft surfaces cannot be disinfected
- Clean and disinfect all hard, non-porous surfaces such as reception counter, computer keyboard, phones, door handles, light switches and point of sale equipment
- Consider online scheduling in place of written appointment cards
- Clean and disinfect all shelving, glass and display cases; keep product containers clean

3. Stations & Treatment Rooms

- Clean & disinfect all electrical and non electrical tools used in your services
- Clean & disinfect chairs, headrests, treatment tables
 - Porous materials cannot be disinfected and ongoing use of disinfectants on material, can damage material
 - Limit disinfecting your chairs to once daily – consider barriers such as disposable paper drapes or towels
- Clean & disinfect station, rolling carts, drawers and any containers used for storage
- Ensure that single use (porous items) are new
- All items on a nail station must be new, never used, or cleaned & disinfected (stored in a closed container)
- Ensure all product to be used has not been contaminated by improper removal of product prior to closure
- Empty wax pots, completely clean and disinfect – refill with new wax
- Ensure that multi-use containers have single use applicators to remove product without contaminating the rest

4. Washroom & Laundry

Washroom

- Replace any soft goods (i.e. toilet paper, paper towels)
- Consider upgrading to touchless faucets, soap and paper towel dispensers
- Consider adding touchless, automatic hand sanitizer dispensers
- Place a trash container near door with garbage bag in it
- Remove any products that do not belong in the restroom or cannot be cleaned

Laundry

- Any linens that may have been left in the salon (clean or dirty) prior to the closure, should be washed
 - Following product guidelines, wash on hot with detergent and dry until “hot to the touch”
 - There should be no moisture or dampness in any linen
- Launder (porous) or disinfect (non-porous) all capes
- All linens should be stored in closed, covered cabinets until used

5. Shampoo & Pedicure Bowls

Shampoo Bowls

- Clean & disinfect all bowls, handles, hoses, spray nozzles and shampoo chairs observing full contact time with a properly concentrated disinfectant

Pedicure Bowls

- Clean & disinfect removal parts by immersing for full contact time in properly diluted disinfectant
- Scrub bowl with soap/water or detergent
- Return removable parts to bowl
- Rinse bowl with clean water
- Disinfect the bowl following the instruction of the cleaning agent
- Ensure all multi use materials (i.e. lotions, scrubs) that may have been contaminated by improper removal prior to closure are replaced
- Ensure that all single use materials are new

New Policy & Experience Considerations



Policies to Implement Before Re-Opening

- Develop sanitation schedules corresponding to areas of responsibility for cleaning and sanitation
- At your entrance, create an area where clients entering can perform hand hygiene and be pre-screened to confirm they may continue with their visit
- Ask clients to disinfect personal belongings with a disinfectant wipe (i.e. cell phones, bags, wallet)
- Do not allow walk-in clients
- Provide each work station with proper disinfectant/sanitizing agents for stylists to use between clients
- Create clear guidelines and instructions of your expectations from staff
- Review cancellation policies, especially as they relate to illness or suspected illness
- Remove your beverage/food station

Policies to Implement Before Re-Opening (cont)

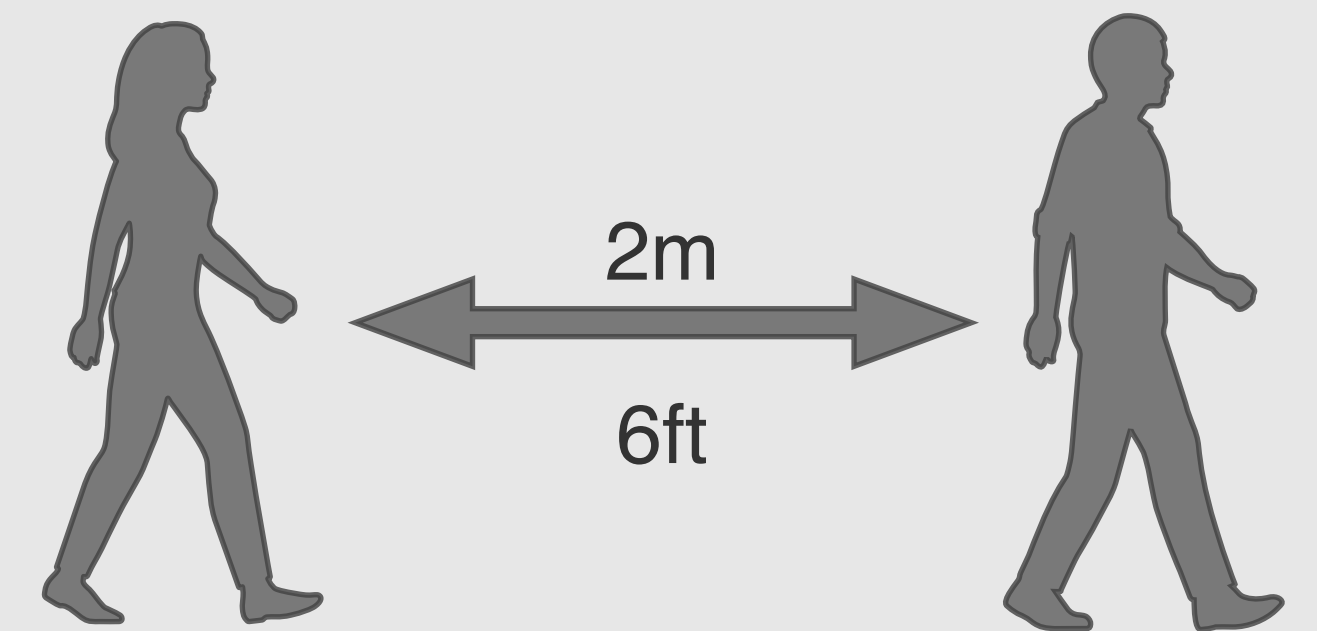
- Create tool kits of all the pre-sanitized items that you need to do a service including brushes, combs, clips, cape, towel, neck strip, etc. Upon departure, you should immediately disinfect and clean all the tools, chair, etc.
- Update your booking policies to stagger clients arrival and provide a 15 minute window between clients to do effective cleaning/disinfecting
- Adjust your hours of operation to minimize the number of stylists and clients in the salon at any one time in order to maintain social distancing of 2m (6ft) between each stylist/client duo
- Limit clients ability to touch products in your retail area by decreasing the amount on the shelf, locking it up, or moving it behind the reception desk.
- Create a break schedule to ensure social distancing amongst staff is respected

Social Distancing Management

Utilize signage throughout your space to communicate and illustrate social distancing measures

Evaluate your space to determine if/how social distancing will be managed in all areas including:

- Entry/lobby/elevators
- Lounges
- Locker Room
- Treatment Areas (i.e. pedicure stations)
- Backbar & Service Chairs
- Fitness Spaces
- Saunas and steam rooms
- Shared water facilities (i.e. showers, pools, etc)
- Staff Break Room
- Washrooms



Temporary Changes to Client Experience

- Stagger appointment times to minimize waiting area congestion
- Ask clients to arrive as close to the start of their appointment as possible
- Ask clients to attend appointments unaccompanied, unless accompaniment is necessary (i.e. parent)
- Ask clients to wait outside/in vehicles and text or call clients when you're ready for them
- The day before the appointment, call the client to ask the standard COVID-19 questionnaire (located on later slide)
- Offer clients your WiFi password to browse their devices in lieu of magazines
- Offer express services to limit the amount of time clients are in the salon/spa.
 - Suspend blow drying service
 - Encourage clients to come in with pre-washed hair

Communication With Clients

Inform your clients via email, website and/or social media of the following:

- New sanitation practices and policies
- Advertised reopen date
- Expectations on what may be visually different
- Changes in payment processes
- Changes to any amenities
- Updates to general policies (i.e. cancellation, arrival time, questioners, etc.)
- Your appreciation for their continued loyalty, patience and understanding

Sample Letter of Reassurance

Dear Valued Guest,

We understand your concerns, so we have outdone ourselves in preparing our business for you! The safety of our staff and our guests is important to us, so we have:

- ✓ Cleaned and/or disinfected all surfaces and implements
- ✓ Laundered and/or disinfected all capes, towels and linens
- ✓ Removed any non-essential items throughout our business
- ✓ Initiated contactless methods of scheduling and payment
- ✓ Acquired appropriate personal protective equipment to be used when necessary or requested
- ✓ Discontinued the practice of hand shaking and other non-essential contact
- ✓ Re-trained our staff on essential infection control and hand hygiene practices

Feel free to ask any of us at any time about all that we do to provide for your safety.

Please relax and enjoy your services!

Communication With Staff

- Posting of new sanitation and cleaning guidelines
- Keep staff up to date on reopening strategies and plans
- Clearly communicate, in writing, new policies and procedures
- Create an acknowledgement form for staff to sign to confirm their understanding of changes
- Encourage staff to provide feedback to identify concerns and areas for improvement
- Have regular conference calls (i.e. Zoom, Facetime, Skype, etc.) to share updates and feedback
- Distribute talking points to staff to ensure consistent messaging when responding to client questions
- Find ways to show your appreciate for their willingness to adapt to changes

Client & Staff Questionnaire

Ask the below questions to confirm that it is safe for clients and staff to come in:

1. Have you travelled outside of Canada in the past 14 days?
2. Have you had close contact with a person who tested positive for COVID-19?
3. Within the last 10 days, have you had any of the following symptoms: fever, sore throat, runny nose or difficulty breathing that is not related to a pre-existing condition?
4. Have you been legally required to self-isolate in the past 14 days?

If client answers yes to one or more of the above, re-book their appointment and advise them to call 8-1-1 for the health authority instructions

If staff answers yes to one or more of the above, send them home and advise them to call 8-1-1 for the health authority instructions

Areas to Make Changes

- **Before Entering**
- **Entrance, Waiting & Reception Area**
- **Tools & Chair**
- **Back Bar & Coloration Area**
- **Retail Area**
- **Staff Area**
- **Washroom & Laundry**

1. Before Entering

- Only booked clients will be permitted in the salon. Recommend that if they require assistance that their caregiver wait in the car or outside
- Clients are to have their temperature taken. If they have a high temperature, they will be asked to re-book at least 14 days later
- When the client arrives, ask them the previous questionnaire again:
- If they answer yes to any of the questions, ask them to leave advise them to call 8-1-1 for the health authority instructions
- If the client answers no to all of the above
 - Have them sanitize their hands
 - Have them sanitize any items that they choose to bring in (i.e. phones)
 - Provide the client with a mask and gloves

2. Entrance, Waiting & Reception Area

- Move seating 2m(6ft) apart
- Clean frequently touched surfaces (i.e. tables, counters, toilets, telephones, computer accessories, etc.), at least, every 2 or 4 hours, and every hour for door handles and faucets
- Cleaning of reception counter and debit machine between each client with usual surface cleaning and/or disinfectant products
- Only accept debit/credit to avoid handling cash & germ transmission. Tap payment is recommended
- Consider installing a physical barrier at the counter between staff and clients
- Windows are washed and cleaned daily on both sides
- Consider need for floor markings to assist clients with navigating space

3. Tools & Chairs

- For multi-use products (i.e. shampoo or styling aid): clean hands before applying product and/or use disposable tools like spatulas to prevent directly touching the product/the applicator
- Ensure all tools are disinfected and sanitized between clients including: Combs, brushes, scissors/razors, styling Tools
- Avoid sharing products between staff
- Ensure that there is a clean workstation ready before every client.
 - Hair swept off of floor and chair
 - Styling chair to be wiped down with a disinfectant
 - Trolley to be cleaned before each new client
- Everyone will practice proper sanitization of themselves between each client
- Clients will put on a new clean cape prior to service commencement
- Blow drying hair is not recommended unless both the client & stylist are wearing masks



4. Back Bar & Coloration Area

- Shampoo sink and chair need to be disinfected after every use
 - Create a sign to indicate it has been cleaned
- All tools needed for service have been washed in soap and water
- Always wear a clean cape/apron & a new pair of disposable gloves for each new client
- Apply a dry clean towel around the neck of the client
- Clients will put on a new clean cape prior to service commencement
- Everyone will practice proper sanitization of themselves between each client
- Use a clean towel instead of neck brush

5. Retail Area

- Ensure all retail items, tops of door frames, and any hard-to reach areas where dust may accumulate, are always clean and rubbed down
- Have hand sanitizer available for clients to use before handling any product
- Create signage asking clients to avoid handling products unless they intend to purchase it

Recommend clients shop at ShopBeauty.com. It is an e-commerce platform we created for you to use as your online store without the overhead costs. There are 7,500+ professional hair & beauty products that your clients will have access to. We do everything and you receive a commission! Ask your Business Advisor to sign up!

1. Give your client your unique Salon Code! It tracks all purchases so you receive your commission.
2. Have your client sign up on ShopBeauty using your Salon Code! This will forever link them to your salon.
3. Your client orders from ShopBeauty and you do nothing! We pick & ship the order.
4. Get money back at the end of each quarter with the commission from your clients' purchases.

6. Staff

- Space out the schedule of staff breaks
- Suspend all staff meetings and gatherings
- Staff need to be screened daily for fitness to work using COVID-19 Questionnaire
- Staff need to be knowledgeable on proper disinfecting and PPE use:
 - Get your Barbicide Certification at barbicide.com/certification/
 - Sign up for a PreEmpt Webinar
- Staff need to be aware of all provincial and federal government guidelines and regulations about social distancing and preventing the spread
- Hair should be pulled back and staff should avoid wearing artificial nails and hand jewelry

7. Washroom & Laundry

Washroom

- Washroom facilities must contain liquid soap, bathroom tissue, and disposable hand towels and/or paper towel
- Sinks, toilets and any other fixtures must be properly sanitized inside and out daily
- Consider moving to contactless dispensaries (soap, hand dryer)
- Display signage of proper method to wash hands
- Remove any products that do not belong in the washroom
- Washrooms are not a storage room

Laundry

- Sanitize the washing machine by cleaning with detergent and water, rinsing, refilling, and adding bleach. Allow bleach and water to sit for 10 minutes before draining

Additional Safety Measures

- Always follow the manufacturer instructions on cleaning supplies
- Do not use full strength pure alcohol
- Do not use alcohol solutions/wipes on hot surfaces
- Do not spray alcohol directly on electronic tools
- Disposable wipes, or tissues with alcohol must be disposed of after cleaning in a specific rubber bin without other materials as alcohol can react with oxidants/H₂O₂
- Dispose of the empty cleaning/alcohol packaging separately and ensure it is closed
- Always store products away, closed tightly, and keep away from hot sources, always follow manufactures instructions

Waste Management

- All garbage bins should have an inner plastic bag and open by foot pedal or sensor
- All garbage & recycling bins are emptied and removed using gloves, daily or more frequently, if required at the end of each day
- Garbage & recycling bins are sprayed with disinfectant prior to replacing the bag
- Garbage should be removed from building and disposed in proper outdoor bins
- New plastic bags should be replaced in clean bins that have been disinfected thoroughly
- After handling waste you need to perform hand hygiene



References

This presentation was created using information and resources from:

- Health Canada
- Alberta Government
- Saskatchewan Government
- World Health Organization
- ExperiencelsSpa.com
- Barbicide
- L'Oreal
- L'anza
- Moroccanoil

