

## EDUCATE STAFF ON COVID-19

### Basic transmission facts about COVID-19 and how to work with them:

Coronavirus is transmitted via larger liquid droplets when a person coughs or sneezes but also potentially when they are talking in very close proximity to another person.

The virus in these droplets then can enter the body of another person when that person breathes in the droplets or when the droplets touch the eyes, nose or throat of that person.

This requires you to be in close contact – less than the so-called social distancing of 3 – 6 feet. This is referred to as 'droplet' transmission and is believed to be the primary way COVID-19 is transmitted.

In addition, droplet transmission is much more likely when in close contact in an indoor setting. COVID-19 can also be transmitted through droplets in the environment if someone touches the contaminated area then touches their face or eyes without cleaning their hands. This speaks to the importance of regularly cleaning one's hands and also cleaning of high touch areas in the environment.

A key issue in transmission is the median incubation period (the time from infection to appearance of symptoms) and the serial interval (the time between successive cases) for the Covid-19 virus. The serial interval for Covid-19 virus is estimated to be 5-6 days. The serial interval is 3 days for influenza with transmission taking place in the first 1-3 days of illness, pre-symptomatic transmission (transmission of the virus before the appearance of symptoms) being a major driver of transmission for influenza. For Covid-19 there are some emerging indications that there are people who can shed Covid-19 virus 24-48 hours prior to symptom onset, but at present, the WHO suggests that this does not appear to be a major driver of transmission. However, we need to acknowledge that there is debate about this and that at this time we cannot be categorical.

## OPENING PROCEDURES

**Physical Space:** Studio operations with a fixed location can reduce the spread of COVID-19 by following these guidelines.

**Amenities:** No magazines, booklets, brochures, or product sell sheets in the client or staff areas.

**Reception and common areas:** Plexiglass or tempered glass barrier to establish a physical barrier between reception workers and clients. Reception seats for clients and work chairs for staff separated in accordance to social distancing guidelines of 2m. Clearing of any surfaces of samples, decorative artwork, or objects which may encourage handling.

Taped lines or indicators on floor or to guide physical distancing for reception and other areas where congestion is possible: Taping a box on floor where a 2m distance can be achieved by two people. Consistent signage is recommended. No pens, pencils, notepads to be exchanged between client and operator unless sanitized. Sufficient hand sanitizer with minimum 60% ethanol or 70% isopropanol content dispensers or disinfectant wipes designed for hand sanitation to allow all clients and staff to use as needed at reception, and all lash stations. Place hand sanitizer at entrance.

Box of facial tissue available. Client or staff to self-serve while not holding box (adhere box to desktop or place in a heavy box holder), and remove top tissue and disposing, use second tissue dispensed. Properly dispose of tissue in bag-lined garbage container followed by hand hygiene.

No use of rebooking cards or handing out business cards.

Between clients, wipe down surfaces including reception desk, chairs or couches with attention to armrests, retail area touch-points, and interior door handle. Use standard surface cleaning protocols using a virucidal agent.

**Retail Area:** Products may be fully stocked. Products must be fully sanitized. No samples, brochures, electronic displays. Return of products is not allowed. Once every hour, wipe retail area surfaces and any products suspected of being touched by clients or staff, using standard surface cleaning protocols using a virucidal agent.

**Interior Areas:** Bathrooms are well stocked with liquid soap and paper towels and that warm running water is available.

Commonly used surfaces must be cleaned every hour using standard surface cleaning protocols using a virucidal agent. Example include countertops, desktops, and any staff room surfaces such as laundry machines.

High touch objects must be cleaned every hour using standard surface cleaning protocols using a virucidal agent. Examples include doorknobs or push-plates, commonly used keyboards and mice or trackpads, touch-screens, back-bar dispensers, handles on machines and devices and any high-touch buttons, dials, or tools.

**Client Management:** Communicate to clients a clear expectation of a revised studio experience, including: Screening questions completed (and reviewed by staff) prior to arriving in establishment, posted on the door and during appointment reminders/confirmations.

### **HEALTH QUESTIONNAIRE TO DETERMINE IF A CLIENT IS EXPERIENCING ANY COVID-19 LIKE SYMPTOMS:**

- Do you have symptoms of COVID-19 including fever, chills, cough, shortness of breath, sore throat and painful swallowing, in the past 10 days?
- Are you or anyone in direct contact to you under the direction of a provincial health officer to self-isolate?
- Have you arrived from outside of Canada, or been in contact with a of a confirmed COVID-19 case in the last 14 days.

**Arrival procedures:** punctuality and limits on number of people in the establishment. Arrive no more than 5 minutes prior to scheduled appointment, no more than 2 clients sitting in the reception area.

Scheduled appointments only. Clip boards and pens must be sanitized prior to handing to clients to fill out their waivers, only one waiver per clip board and designated container for soiled pens after use. Clipboards and pens must be sanitized after.

New rules around physical distancing, and requirements for hand hygiene before and after services.

Clients asked to bring their own mask to wear during each lash appointment.

Clip boards and pens must be sanitized prior to handing to clients to fill out their waivers, only one waiver per clip board and designated container for soiled pens after use. Clipboards and pens must be sanitized after

Clear, consistent signage in establishment to inform clients on rules around handling items, physical distancing, PPE requirements, hand hygiene, and any restrictions as determined by the Provincial Health Officer.

Clients to keep their coat, bags or purses on their person and leave at the lash station.

**During departure payment guidelines:** Where possible, used touchless payment processing.

Clean any keypad device with standard cleaning protocols; with a cloth dampened with approved virucidal agent after every use.

Employees who handle cash must wash hands immediately after handling.

**Congestion Management:** Book appointments with a 10-minute additional gap to allow for sanitation using standard surface cleaning protocols using a virucidal agent. Ensure service area surfaces are allowed correct time for virucidal agent to be effective (typically 10 minutes).

Clients to arrive on their own. No children, friends or family accompaniment allowed.

If a client requires assistance, a family member may accompany (provided that family member has been isolating

with the client) the client to the establishment. In the case of assistance required throughout the service, the family member must follow the same protocols as any regular client would.

No walk-in clients permitted.

Advise clients to check in no earlier than 5 minutes before their appointment. This allows effective sanitation of reception areas and interior areas. In the case of a client leaving the establishment later than expected, the following client will need to wait outside the establishment and maintain physical distancing protocols. Pre-appointment communication and on-site signage is recommended.

Identify areas where congestion usually occurs and tape physical distancing makers and advise clients and staff to keep that area clear.

Use every other station to maintain social distancing if needed.

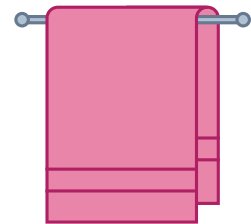
## PPE (PERSONAL PROTECTIVE EQUIPMENT)



Masks required for staff and clients.  
Face Shields may be available for use of staff and if client prefers.



Glove use at the discretion of staff and clients.  
NOTE: gloves should not be used where they discourage regular hand hygiene.



Freshly laundered (according to hygiene protocols) forehead cloths and towels for every client.

## SANITATION PROTOCOLS SPECIFIC TO COVID-19

All staff and should be competent in up-to-date, infection prevention protocols relevant to provincial PSE guidelines.

All staff and clients must wash their hands upon entering and leaving the studio. Hand Sanitizer is available upon entering and hand washing sinks with hand soap are available.

Staff required to wash hands every 30 minutes or immediately after contact with contaminated surfaces.

Greet clients respecting the 2m guideline and do not engage in any physical contact such as handshaking, hugging.

All laundry washed after each use in water not less than 65C.

Used towels must be removed from the styling area immediately.

Surface virucidal disinfectant and appropriate applicators available at each station for staff use.

Cleaning down furniture at stations between client with disinfectants according to manufacturers' specifications.

Isolate tools per client at station.

Wash all tools in warm soapy water prior to sanitizing in CS20 for a minimum of 20 minutes, follow Hush Sanitation Procedure as usual.

Scheduled disinfection of regularly used surfaces, i.e. door handles, phones, POS machines, common surfaces, every hour.

Proper studio specific closing procedures as outlined by Franchisee along with all Hush Lash Studio Sanitation procedures in addition to all protocols within this document must be followed.

## SERVICE, STAFFING, AND MANAGEMENT ADJUSTMENTS

Client cancellation fees discretionary

Staff not permitted to come into the workplace while ill.

Staff monitored for symptoms of COVID-19 like symptoms such as sore throat, fever, sneezing, and coughing to leave the establishment and remain at home.

**A HEALTH QUESTIONNAIRE TO DETERMINE IF A STAFF MEMBER IS EXPERIENCING ANY COVID-19 LIKE SYMPTOMS. REQUIRED FOR EACH STAFF MEMBER PRIOR TO SHOWING UP FOR WORK:**

- Do you have symptoms of COVID-19 including fever, chills, cough, shortness of breath, sore throat and painful swallowing, in the past 10 days?
- Are you or anyone in direct contact to you under the direction of a provincial health officer to self-isolate?
- Have you arrived from outside of Canada, or been in contact with a of a confirmed COVID-19 case in the last 14 days.