

Coronavirus Disease (COVID-19)

Key Principles for Personal Service Establishments

STAY HOME if you are SICK



Stay away from others if you are feeling ill, isolate at home, do not go to work.

- Tell your employees if they are sick with any symptoms consistent with cold, influenza or COVID-19, even if symptoms are mild, they must remain at home, and contact their family physician/primary care provider or Health Link BC at 8-1-1 for further assistance.

PRACTICE GOOD HYGIENE



Wash your hands often, avoid touching your face and cough/sneeze into your elbow or a tissue.

- Have clients wash their hands or use alcohol-based hand sanitizer upon entering your business.
- Employees must practice good hygiene throughout their shift including cough/sneeze etiquette, and hand hygiene: wash their hands with soap and water at the start and end of shift, after using the bathroom, before eating, after returning from breaks, when hands are visibly soiled, and most importantly between clients.
- Provide alcohol-based hand sanitizer at entrances and posters reminding of the importance of handwashing/sanitizing following contact with common touch surfaces.
- Washrooms and dedicated hand washing sinks must have liquid soap, paper towels and warm running water at all times. Limit and monitor entry into washrooms.

LEARN how to use PERSONAL PROTECTIVE EQUIPMENT



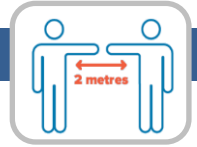
Learn how to choose and use Personal Protective Equipment correctly, know the limitations of PPE, and always have other controls in place.

- Masks are not required if physical distancing can be observed at all times.
- The use of non-medical masks may help prevent the risk of transmission from the wearer. Consider requiring both customers and employees to wear a non-medical mask for services where physical distancing cannot be maintained at all times.
- For close proximity work with no face-to-face interaction (e.g. hair-cuts), a fluid-repelling procedure mask (level 2 or higher) for employees is recommended.
- For close proximity work with face-to-face interactions lasting longer than a few minutes (e.g. detailed make-up applications, eyelash extensions), a fluid-repelling procedure mask (level 2, or higher) and protective eyewear or face shield should be worn by employees.
- Consider restricting or prohibiting services identified as “high-risk” where appropriate controls cannot be implemented. This may include facials or threading services that require close contact over extended periods and where clients cannot wear masks.
- If services are provided which require a client to remove a mask, the employee should wear a mask and face shield. Recommendations at all levels of control should also be applied.
- Once removed, a procedure mask should not be re-used because the risks of cross-contamination are very high.

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MAKE SPACE between PEOPLE



Maintain a distance of at least 2 metres from others and replace close contact greetings like handshakes, hugs or high fives with waves and smiles.

- A physical distance of 2 metres must be maintained between each customer, as well as between employees and customers when personal services are not being performed.
- Determine and post occupancy limits for common areas and consider extending operating hours to minimize the number of people on site at one time.
- Increase the distance between client service areas or stations to 2 metres.

MODIFY the ENVIRONMENT



Make your environment safer for interacting with others by reducing common touch surfaces, using non-porous barriers, or by changing the room design.

- Where physical distancing cannot be maintained, provide barriers, such as plexiglass, at the reception desk, between service stations or sink areas, and at any other areas as needed. Ensure that barriers are included in the cleaning and disinfecting protocols.
- Remove product testers, magazine racks, brochures, toys, and other unnecessary communal items from customer areas (e.g. candy bowls, complimentary phone chargers etc.).
- All forms of complimentary beverage service should be temporarily suspended unless facility has a Permit to Operate as a food service establishment.

INCREASE SANITATION



Disinfect common touch surfaces frequently using a chemical that will destroy the Coronavirus (COVID-19).

- For larger establishments, or those providing multiple services, consider supplying separate sets of cleaning supplies for each area within the premises.
- All surfaces touched by a client (including those normally only cleaned at end of the day) must be cleaned and disinfected between each client (e.g. shampoo bowls, hand-held mirrors, clothing hangers, chair arms, etc.).
- In addition to regular cleaning, create a checklist of high-touch surfaces that must be cleaned and sanitized at least twice a day or more often as needed: doorknobs, counters, phones, light switches, fixtures, sinks, toilets, toilet/shower handles, faucets, grab bars, outside of paper towel dispensers, hoses, spray nozzles, garbage cans, trollies, and payment equipment.
- Most disinfectants approved for used in food service establishments are sufficient to kill COVID-19 as long as manufacturer's instructions are followed; special products are not necessary.
- Make sure the appropriate contact time is met (i.e. surfaces must remain wet with disinfectant for the correct length of time in order to destroy any contamination).
- Surfaces that are dirty must be cleaned with soap and water first, before disinfecting.

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MANAGE INFORMATION



Stay informed, follow public health advice, keep records, and make sure information you communicate is clear, accurate and easy to find.

- Place signs on front doors to tell anyone entering not to enter if they are feeling ill.
- Retain contact information for each client for 30 days in the event that there is a need for contact tracing on the part of the Medical Health Officer.
- Have team members or a manager keep daily records of the people who worked together and retain these records for at least 30 days.
- Maintain up-to-date and consistent messaging on websites, in social media, emails, press releases, and during conversations with customers to ensure all details are aligned, timely and accurate.

APPOINTMENTS and SCHEDULING



To adjust appointments, schedules and shift activities to limit contact between people.

- Clients must not come in for their appointment if they are experiencing any symptoms possibly related to COVID-19, or if a household member has been diagnosed positive for COVID-19.
- Encourage customers to book appointments as much as possible.
- Appointment blocks should be structured to allow extra time between clients for cleaning/disinfection, and to minimize contact between incoming/outgoing clients.
- An intake form could be used to inform clients about COVID-19 measures before they arrive on site, and to have them declare they will not come to their appointment if they are ill, or if one of their other household members has been diagnosed with COVID-19.
- Consider prohibiting walk-ins and requiring all appointments to be booked in advance.
- Avoid serving more than one client at a time (e.g. overlapping hair appointments).
- For larger facilities, consider implementing 'cohort staffing' – this means forming small groups of team members who will consistently work together without crossover.