

## COVID-19 EDUCATION

**Basic Transmission Facts About COVID-19 and How to Work Around Them:** Coronavirus is transmitted via tiny droplets from the nose and mouth, usually in close proximity to another person.

The virus in these droplets can then enter the body of another person through breath or contact with the eyes, nose or throat.

This often requires you to be in close contact—less than the recommended distance of 2 meters (around 6 feet). This is believed to be the primary way COVID-19 is transmitted. In addition, this form of transmission is much more likely when in close contact in an indoor setting.

COVID-19 can also be transmitted if someone touches a contaminated area, then touches their face or eyes without first cleaning their hands. This speaks to the importance of regular handwashing and also cleaning of high-touch areas.

A key issue with COVID-19 is the possibility of transmission sometimes several days prior to an infected person developing symptoms. This is the main reason preventative measures have been strongly recommended throughout the pandemic.

## OPENING PROCEDURES

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 barriers 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. Clear any surfaces of samples, decorative artwork or objects that 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 highly recommended.

No pens, pencils, notepads are to be exchanged between client and operator unless constantly sanitized.

Sufficient hand sanitizer with an active ingredient of minimum 60% alcohol content (ethanol or isopropanol), in dispensers or disinfectant wipes designed for hand sanitation, to allow all clients and staff to use as needed at reception and all Lash stations. Additional hand sanitizer immediately visible and available at entrance.

Box of facial tissue to be made available. Client or staff to self-serve tissues without holding box (please adhere box to desktop or place in a heavy box holder to minimize handling). Properly dispose of tissue in bag-lined garbage container followed by prompt handwashing and/or sanitization.

Refrain from use of rebooking cards or business cards.

Between clients, wipe down surfaces including reception desk, chairs or couches with special attention to armrests, retail area touch-points and door handles. Use surface cleaning protocols as described in the Hush Lash Studio Sanitization Procedures document using a virucidal agent.

**Retail Areas:** Products may be fully stocked. Products must be fully sanitized. Refrain from samples, brochures and client-accessible electronic touch displays. Return of products is strongly discouraged: appropriate signage to be on display explaining this policy prior to purchase. Once hourly, wipe retail area surfaces and any products suspected of being touched

by clients or staff as described in the Hush Lash Studio Sanitization Procedures document using a virucidal agent.

**Interior Areas:** Ensure 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 as described in the Hush Lash Studio Sanitization Procedures document using a virucidal agent. Examples include countertops, desktops, staff room laundry machines, etc.

High-touch objects must be cleaned every hour as described in the Hush Lash Studio Sanitization Procedures document using a virucidal agent. Examples include door surfaces, shared computers, touchscreens, dispensers, equipment handles and any other high-touch buttons, dials, or tools.

**Client Expectation Management:** Communicate and reinforce a clear and consistent expectation of the revised studio experience to clients at all times. This should include screening questions completed and reviewed by staff prior to client arrival, posted information on entrances regarding current policies and regulations, and verbal/written reminders during appointment-related communications.

## **PRE-SCREENING HEALTH QUESTIONNAIRE TO DETERMINE IF A CLIENT IS EXPERIENCING ANY COVID-19 LIKE SYMPTOMS (DELIVERED UPON BOOKING CONFIRMATION):**

- Do you have or have you had any 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 with 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 confirmed or suspected COVID-19 case in the last 14 days?

**Arrival Procedures:** Communicate the importance for punctuality and limits on number of people in the studio. Client is encouraged to arrive no more than 5 minutes prior to scheduled appointment, with no more than 2 clients sitting in the reception area (at a minimum distance of 2m).

Scheduled appointments only. Clipboards and pens must be sanitized prior to handing out client waivers. Use only one waiver per clipboard and clearly designate a container for client pens after use. Clipboards and pens must be sanitized immediately after use.

Clearly communicate rules and regulations around physical distancing and requirements for hand hygiene before and after services.

Clients are asked to bring their own mask to wear during each Lash and other Beauty Service appointments. A stock of contingency masks is encouraged.

Clear, consistent signage in studio to inform clients of rules regarding item handling, physical distancing, PPE requirements, hand hygiene and any current restrictions from the Provincial Health Officer is also recommended.

Clients to keep any coats, bags and other personal items with them at all times.

**Departure and Payment Guidelines:** Where possible, use touchless payment processing. Clean keypad devices after every use as described in the Hush Lash Studio Sanitization Procedures document using a virucidal agent.

Employees must also wash hands immediately after handling cash.

**Congestion Management:** Book appointments with a 10-minute additional gap to allow for sanitation as described in the Hush Lash Studio Sanitization Procedures document using a virucidal agent. Ensure service area surfaces are allowed necessary time for virucidal agent to be effective.

Clients to arrive on their own. Accompanying children, friends or family are not allowed.

If physical assistance is required, a family member may accompany the client provided they are in the same cohort, as described by the Provincial Health Authority. In this case, the family member is expected to follow the same client protocols. No walk-in clients permitted at this time. Please book online at [HushLashStudio.com](https://HushLashStudio.com) or at your preferred location via phone. Advise clients to check in on-site no earlier than 5 minutes before their appointment. This ensures enough time for effective reception area and interior sanitization. In the case of a client leaving the studio later than expected, following clients will need to wait outside the studio and maintain physical distancing protocols. Clear pre-appointment communication and on-site signage is highly recommended.

Identify areas where congestion usually occurs and tape physical distancing markers to direct traffic. Advise clients and staff to please keep that area clear when possible.

Maintain social distancing according to stated guidelines whenever possible throughout the location.

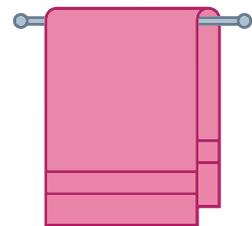
## PERSONAL PROTECTIVE EQUIPMENT (PPE)



**Masks required on the premises for staff and clients as per provincial guidelines and regulations.**



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



**Freshly laundered forehead cloths and towels for every client as described by Hush Sanitization Procedure.**

## SANITIZATION AND DISINFECTION PROTOCOLS SPECIFIC TO COVID-19

All staff and should be competent and up-to-date on infection prevention protocols relevant to current regional guidelines.

All staff and clients must wash their hands upon entering and leaving the studio. Hand sanitizer is available upon entering and handwashing sinks with well stocked 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 or hugging. All laundry washed after each use in water not less than 65 degrees Celsius.

All towels must be removed from the styling area immediately after appointment completion and washed as described in the Hush Lash Studio Sanitization Procedures document.

Ensure surface disinfectant and appropriate applicators are made available at each station for staff use.

Cleaning furniture at stations between clients with disinfectants according to manufacturers' specifications. Ensure sterilized tools are used for each client appointment.

Wash all tools in warm soapy water prior to sterilizing for the prescribed time, as described in the Hush Lash Studio Sanitization Procedures document.

Scheduled hourly disinfection of frequently used surfaces. Examples include door handles, phones, POS machines and any other common surfaces.

Any additional, studio-specific procedures as outlined by the Hush Lash Studio location Franchisee, along with all company-wide Hush Lash Studio Sanitization Procedures, must be followed at all times.

## **SERVICE, STAFFING, AND MANAGEMENT ADJUSTMENTS**

Client cancellation fees discretionary, encouraging clients to be forthcoming with any concerns they may have related to procedures or the state of their own health.

Staff not permitted to come into the workplace while ill.

Staff monitored for symptoms of COVID-19, including symptoms such as sore throat, fever, sneezing, and coughing. If exhibiting these symptoms, staff are asked to remain at home.

## **HEALTH QUESTIONNAIRE TO DETERMINE IF A STAFF MEMBER IS EXPERIENCING ANY COVID-LIKE SYMPTOMS (REQUIRED FOR EACH STAFF MEMBER PRIOR TO SHOWING UP FOR WORK)**

- Do you have or have you had any 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 with 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 confirmed or suspected COVID-19 case in the last 14 days?