



Sin 7 Hair Salon Ltd. COVID-19 Safety Plan

As of August 1st, 2020

Risk & Implementing Protocol to Reduce Risk

1. RISK: Working closely with the public

PROTOCOL & PROCEDURE:

- All guest and employees will be required to have their temperature taken upon entry. Should anyone have a temperature over 38°C (100.4°F), they will not be permitted in the space
- When a guest is permitted to enter the salon, a Sin 7 team member will arrive with a new mask (should the guest not bring one) and hand sanitizer
- All guests and employees are required to wear a face mask, and all stylists and lash/waxing technicians will wear a face shield during shampooing or lash/waxing applications
- Guests will only be permitted to bring what they can fit in their lap— no large handbags or coats
- Signage will be posted
- The occupancy limit for our space is 12 persons (including Sin 7 team)

2. RISK: Direct contact with door handles/knobs etc.

PROTOCOL & PROCEDURE:

- Will be disinfected several times per day
- Anyone who enters the space will be required to use hand sanitizer immediately
- Doors will remain locked & will be opened for guests who have appointments to diminish non-essential traffic
- We will have disinfecting wipes near all doors for easy access

3. RISK: Greetings — often starts with a hug or handshake

PROTOCOL & PROCEDURE:

- Handshakes and hugs will no longer be permitted

4. RISK: Walk-ins / Foot traffic — People coming in for retail purchases and/or inquiries

PROTOCOL & PROCEDURE:

- Our doors will stay locked
- Only guests with reservations will be permitted to enter the space
- Guests with reservations will be called when we are ready for them to come in
- Retail purchases — guests will call with order requests, we will prep order and provide payment and pickup at the door

5. RISK: All equipment — Our equipment is physically in contact with our guests

PROTOCOL & PROCEDURE:

- Service providers will dispose of single use items and disinfect entire station and tools prior to inviting another guest into the space
- Service providers will wear a new mask for every guest
- Spray Lysol will be used to disinfect chairs, shampoo basins, trollies, and mirrors
- Barbicide, CS20, Ultracide and Clippicide will be used to disinfect tools — tools will be soaked for 10-20 minutes (depending on solution used)
- Fresh solution will be poured at the beginning of each shift and disposed at the end of each shift

6. RISK: Backbar area — Hot spot area for staff to prep colour, laundry, wash hands and store lunches

PROTOCOL & PROCEDURE:

- We will have disinfecting wipes and hand sanitizer available at the backbar area
- When entering the backbar area, employees will start by thoroughly washing their hands or applying hand sanitizer
- Area will be disinfected several times per day, specifically in high-touch areas
- Signage will be posted

7. RISK: Telephone and other digital devices — Direct contact for anyone who uses devices.

PROTOCOL & PROCEDURE:

- Devices will be disinfected after each use
- Telephone will remain at front desk only to avoid contact with other persons

8. RISK: Shampoo basins — Each guest has direct contact with a shampoo basin

PROTOCOL & PROCEDURE:

- Shampoo basin will be disinfected after every shampoo
- Disinfecting spray and new towel will be available and used to clean area
- Used towel will go directly into the washing machine or towel laundry hamper

9. RISK: Spacing — Shampoo basins and chairs that are less than 2m distance from each other

PROTOCOL & PROCEDURE:

- We will eliminate basins and chairs that are less than 2 metres apart
- Should we require more spacing, we will physically relocate stations to ensure enough distance
- Chairs that are not permitted to be used will have signage

10. RISK: Reception area — Guests speaking face to face with reception and touch desk

PROTOCOL & PROCEDURE:

- A plexiglass barrier has been installed to prevent direct face to face contact between receptionist and guest
- We will also eliminate check-in, checkout & payment at the reception area
- Payment will now take place in the styling chair
- The desk and plexiglass will be disinfected a minimum of 2x per day, or more if necessary

11. RISK: Entrance — High traffic area with the likelihood of people passing each other closely

PROTOCOL & PROCEDURE:

- Front door will be used as entrance only
- Side door will be used as exit only
- Signage will be in place
- Doors will be locked at all times — only permitting guests with appointments into the space

12. RISK: Magazines — Hot spot for germs, several people touch daily

PROTOCOL & PROCEDURE:

- We will remove all reading content from space

13. RISK: Waiting areas — Guest coming in direct contact with furniture and other guests

PROTOCOL & PROCEDURE:

- We will remove all waiting areas
- Guests will only be permitted into space once their stylist is ready for them
- Stylists will no longer be permitted to double book, working on a single guest and disinfecting prior to their next guest entering the space

14. RISK: Refreshments — Guests and team coming in physical/oral contact with glassware

PROTOCOL & PROCEDURE:

- We will no longer offer beverages or refreshments during a guests visit
- Should a guest want a beverage, they will be permitted to bring one with them
- Employees will bring a coffee and water cup/glass from home to avoid cross use with other employees

15. RISK: Retail shelves — Much opportunity for germs to sit, many people touch numerous products and place back down

PROTOCOL & PROCEDURE:

- Guests will no longer be permitted to touch products on retail shelves
- Guests will be directed to ask for assistance should they need anything
- Shelves will be maintained — dusted and disinfected a minimum of once per week
- Retail area has been consolidated
- Signage will be in place

16. RISK: Payment — Cash payment, as well as guests touching the POS unit

PROTOCOL & PROCEDURE:

- We have gone cashless
- We will only accept Debit, Visa or Mastercard
- Tap feature is available
- POS machine will be disinfected before and after each use

17. RISK: Lunchroom — Small, confined area that usually occupies more than 1 person and stores employees belongings

PROTOCOL & PROCEDURE:

- Limit of 1 person in room at a time
- When an employee is finished using space, they will disinfect all areas they were in direct contact with
- Belongings will be stored in trolley
- Disinfecting wipes and hand sanitizer will be available in room
- Signage will be posted
- Employees will also be encouraged to have lunch and breaks outside if the weather permits

Additional Measures:

What we're doing to ensure our SIN 7 TEAM & YOU stay SAFE & HEALTHY:

- All Sin 7 Team members are BARBICIDE certified
- Our styling stations and shampoo basins in use are minimum of six feet apart
- Our team will receive training of our intense disinfection protocol and proper use of PPE
- Strict disinfection procedures will take place several times throughout the day, including in between guests
- Disinfect your hands upon entry — we will have hand sanitizer ready for you
- All guests and Sin 7 team members will be required to wear a mask while in the salon
- We will greet you enthusiastically and verbally — no hugs or handshakes please
- We will be taking the temperatures of all guests and Sin 7 Team members upon entry into salon — should someone have a fever, they will have to leave immediately
- Product pickup only — call us with your order ahead of time or when you arrive at our door, we will prepare it and meet you at the door for pickup and payment

What to expect on your next visit:

- We will temporarily be suspending our stress-relieving hand and scalp massages.
- **UPDATE** : We have reintroduced blow-drying — YAY! A blow-dry is now an optional add-on.
- Should you **NOT** want a blow-dry, please arrive at the salon with clean, styled hair. We will start your haircut dry, then wash and finish the haircut wet.
- Come alone — no children or additional guests.
- Bring what you can fit in your lap — leave your large handbags/jackets at home or in the car.
- We've gone cashless — we accept Debit, Visa or Mastercard.
- Only guests with reservations will be permitted to enter the salon.
- Our doors stay locked to mediate the number of people in our space. You can wait at the door or we will call your mobile phone to let you know when your stylist is ready to commence your service.
- We will not be offering beverages at this time.
- Please, no browsing during your appointment. We are happy to put together any products you may want to take home for you.
- Yes, you can use the washroom during your visit to the salon - we encourage you to sanitize your hands prior to entering. We thoroughly disinfect it several times a day.

SIN SALON

Frequently Asked Questions

My haircut used to include a blow-dry, why do I have to pay for the blow-dry on top of the haircut now?

Having to operate through a pandemic has increased our service times significantly. We want to do our best in keeping our space safe, which means strict and detailed protocol for sanitation, disinfection or disposal of anything that you may come in contact with during your service; this includes furniture, styling tools, capes, PPE etc.. A haircut and blow-dry that used to take 45 minutes to an hour, is now taking 1 hour to 1.5 hours. We did not want to force a price increase on our loyal guests, especially though a time like this, so have opted for an a la carte style menu. This gives guests the option to pay what they always have, with no price increase, with the option to add on a blow-dry, should they want it.

Isn't your cleaning protocol overkill?

Our job is to make sure everyone that comes into our space feels and is safe, this includes you, fellow guests, and our team. We've always believed in thorough cleaning and sanitation protocols, and now with a pandemic we are required to provide a much higher, extreme level of protocols to assist in slowing down the spread of COVID-19.

Why isn't there always someone available to answer the phone when I call?

We are only able to use 4 chairs (rather than 7), which means our ability to create revenue is limited. As a small business, that was required to close for over 2 months and with limited revenue opportunity, we must be smart with our spending. Our goal is to have a salon coordinator available to you during our store hours, and as we slowly recover, we will continue to make that more available to you

How long will I have to wear a mask?

Hmmm, that's a great question! We aren't entirely sure. Most likely, when there is a vaccine readily available to all Canadians, and we feel it is 100% safe to do so. Our top priority is our guests and team's safety!

Does the temperature check even do anything?

A fever is one of the top symptoms of COVID-19. Because we work so closely with the public and have many guests come through our space every day, we believe screening each person's temperature gives us the opportunity to stop the possible spread, should someone have a fever. We believe in the saying, "better be safe than sorry".

What are the extra protocols that make the service take longer?

We need to disinfect, sanitize, or dispose of anything each guest comes in contact with. That means scissors, brushes, clips, combs, shampoo basins, styling chairs, capes, aprons, all PPE, mirrors, and trolleys. All tools need to be submerged in a disinfectant for a minimum of 20 minutes to ensure any possible virus has been killed.

Why are there less stylist working when I come in?

We are only able to use 4 of the 7 chairs in our space, which limits the amount of stylist on at any given time. We hope to be able to add more chairs into service soon!

Why do you ask if I have flown outside of BC in the past 14 days?

BC has worked hard in containing the COVID-19 pandemic from spreading to the best of its ability. We want to do our part to ensure our guests and team stay healthy. It has been shown that flights are suspected to have an increase possibility in the spread of COVID-19. We are happy to invite you in 14 days post flight°