



PERSONAL CARE GUIDELINES

GENERAL HEALTH

1. Employees should wear face coverings over their nose and mouth
2. Maintain social distance of at least 6-ft.
3. Frequent hand washing

HR AND TRAVEL POLICIES

1. Employees shall not report to, or be allowed to remain at, work if sick or symptomatic

HEALTH MONITORING

1. Employers should make temperature checks available for employees and encourage their use
2. Have a wellness screening program for conducting in-person and mid-shift screenings of employees upon arrival for employee shifts greater than 5 hours
3. If employee reports having any COVID-19 related symptoms, they should remain isolated at home for a minimum of 10 days after symptom onset OR until feverless and feeling well (without fever-reducing medication) for at least 72 hours OR confirmed to not have COVID-19 via 2 negative COVID-19 tests in a row, with testing done at least 24 hours apart
4. If an employee is identified as being COVID-19 positive by testing, CDC cleaning and disinfecting should be performed
5. Any employee who has had close contact with someone with COVID-19 should quarantine for 14 days

DISINFECTING/CLEANING PROCEDURES

1. Cleaning and disinfecting of premises should be conducted in compliance with CDC protocols on a weekly basis
2. Clean and disinfect common areas (e.g., restrooms, cafeterias) and surfaces touched by multiple people (e.g., entry/exit doorknobs, stair railings) frequently
3. Fully disinfect work stations before each customer and at closing time
4. Fully clean and sanitize reusable customer articles (e.g., towels, blankets, capes, robes) after use

PHYSICAL WORKSPACE

1. Display signage at entry with face covering requirements, social distancing guidelines, cleaning protocols, and any reduced capacity limit, in multiple languages as needed
2. Configure space to allow for at least 6-ft. of distance between customers
3. Remove shared items (e.g., magazines) from waiting areas and configure seating to be 6-ft apart
4. Eliminate service of all beverages; water fountains, except for touchless water bottle refill stations, should be made unavailable for use
5. Display visual markers 6-ft. apart at customer queue points
6. Reduce number of items on surfaces and remove shared products (e.g., beauty testers) from displays and discourage handling of display items

STAFFING AND ATTENDANCE

1. Maximum of 50% of capacity
2. Limit occupancy of common areas

EXTERNAL INTERACTIONS

1. Before allowing external supplier or non-customer visitor to enter, ask whether the individual is currently exhibiting COVID-19 symptoms
2. Keep log of all external suppliers who enter premises

CUSTOMER BEHAVIOURS

1. Reservations only, no walk-ins
2. Customers should wear face coverings over their nose and mouth
3. If customer has COVID-19 symptoms, they should wait until they have had no fever for at least 72 hours, other symptoms have improved, and at least 10 days have passed since their symptoms first appeared
4. If practical, customers should wait for services off premises