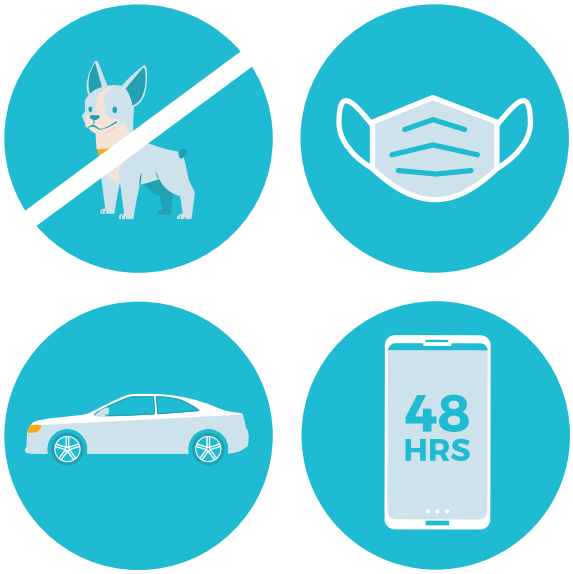
Back-to-Work Guidelines

During this critical time, it's important to pay additional attention to the health and safety of others. This Back-to-Work guidance was developed in partnership with Leslie Roste, RN, BSN and leading industry infection control specialist. It is designed to help make everyone more comfortable and safe once services resume in the salon and spa environments.

The date you may return to work is determined by your local state authorities and must be followed. All states have health and public safety rules that must be followed at all times. Be sure to review state regulations to ensure all proper protocols are being implemented.

Client Engagement and Expectations

As we start to understand what the new normal will look like, there are several things we can communicate with clients to set proper expectations prior to their appointments:



- They should plan to come alone. Please don't bring friends, pets, children, etc.
- Consider asking them to wash their hair before their appointment to help reduce traffic at the shampoo bowls
- Consider eliminating blow drying to help reduce appointment times.
- Ask clients to sign a waiver prior to the service acknowledging the potential risks of exposure
- Let clients know they will be asked to wear a mask that secures behind their ears during the service. One will be provided with an additional service charge to cover expenses if they don't have one
- Ask that clients wait in their cars until you contact them when you're ready to begin
- Confirm within 48 hours of their appointment they are healthy and feeling well. Offer to cancel without penalty if they are showing any signs of sickness
- Alternate electronic payments options such as Venmo, Zelle, etc are encouraged. And if using a credit card, payments will not require a signature
- Appointments will be staggered, with possibly reduced staff schedules to ensure proper social distancing

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Reception Area

While it was always nice to have magazines, coffee, water and other amenities for clients, now is the time to remove these and discard any non-essential items. This will help reduce touch points and client interactions.

Other important steps to implement daily and prior to opening include:

- Wipe down all soft surfaces (couches, chairs) with water and a clean towel. Because these are soft surfaces, they cannot be properly disinfected.
- Disinfect all hard, non-porous surfaces including the reception counter, phones, computers, door handles, etc. Be sure to follow proper contact time for all surfaces, ensuring the disinfecting products have time to take action and work.
- Thoroughly clean the product area, including all shelving or display cases. Remove any test products. Add signage to let clients know this area is cleaned and disinfected daily.
- Waiting area chairs should be removed or spaced in such a manner to accommodate social distancing requirements. There should be no more than 7 people per 1,000 sq. ft., including employees.
- Consider propping open your door to allow clients to easily open and enter without touching the handle. Offer hand sanitizer upon arrival.
- Consider adding acrylic shields in the reception area.
- Clean air ducts and filters to improve air quality.

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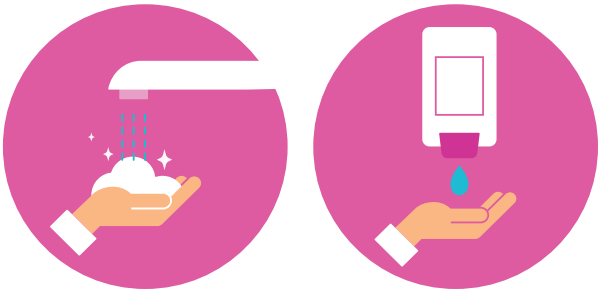
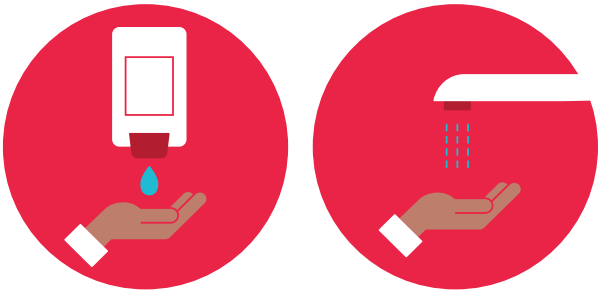
Hand Hygiene

Wash hands with soap/water for 30 seconds before/after eating, smoking, using the restroom, and interacting with clients. Hands should also be washed thoroughly after gloves for any service. Hand sanitizer can be used in between hand washings, with recommended available at points of client contact. And don't forget to use lotion to keep hands moisturized!



Restrooms

Upon re-opening, thoroughly clean and disinfect all surfaces and replace paper goods; removing any excess products. Bathrooms should continue to be cleaned and disinfected twice a day upon opening and closing.

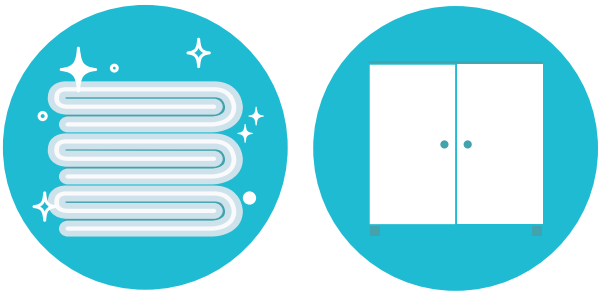


Additional considerations include:

- Adding hand sanitizer
- Upgrading to touchless faucets and dispensers
- Place a trash can by the door for clients to easily dispose of paper towels

Laundry

Prior to re-opening, all linens should be properly cleaned following your state regulations. Dirty linens such as towels, capes, etc. should be washed daily, being sure to dry all linens thoroughly, with no moisture or dampness remaining. Once clean and dried, store linens in a covered cabinet.



Each client should receive a fresh, clean drape. Treatment rooms should also have fresh linens and draping for each client. Disposable, single-use items are also an option.

Back-to-Work Guidelines

Disinfectants / Personal Protection Equipment (PPE) Products

Products, such as gloves, are single use and must be changed after each client, washing hands with soap and water after removing gloves. Gloves are recommended for nail and facial services.

Masks must be worn by employees and clients. Consider investing in a reusable cloth mask or shield to reduce waste.

Work Stations

It's especially important to properly disinfect your work stations prior to re-opening and in-between clients throughout the day once opened.

Elements to clean and disinfect include:

- Station counters
- Shears
- Mirrors
- Styling tools
- Brushes and combs
- Rolling carts
- Drawers or any storage containers
- Product on station and any common product

It is also important to clean the chair and headrest with disinfectant at the beginning of the day and in between clients. To help preserve the material, consider adding a cover that can be easily cleaned or disposed of in between clients.

All tools will need to be cleaned at the beginning of the day and in between clients, removing all debris and hair. Consider adding a sanitation station for clients to clearly see tools being cleaned and sanitized after use.

Back-to-Work Guidelines

Work Stations (Continued)

For nail salons, all items on a nail station must either be new, never used or cleaned and disinfected (stored in a closed container until ready to use). All hand/foot nail drying tables should also be cleaned and disinfected after each client.

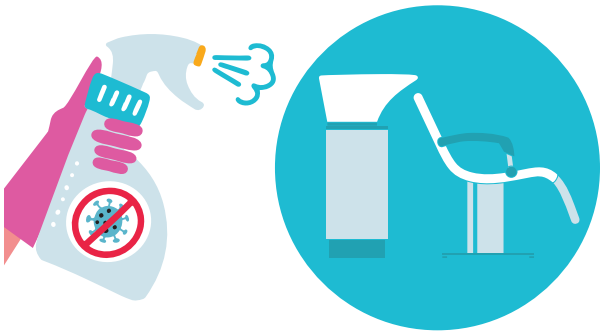
Treatment Rooms

All tables, appliances, and product containers used in treatment rooms should be properly disinfected at the beginning of the day and in-between clients. At re-opening, replace all product to eliminate potential contamination.

All single use items should be new and properly stored in containers. Multi-use product containers should have single use applicators, with applicators properly stored prior to using.

Shampoo & Pedicure Bowls

All bowls should be cleaned and disinfected before re-opening and throughout the day once opened. To start, scrub the bowl with soap and water and rinse completely. Disinfect the bowl by filling it with water and disinfectant, letting it soak for 10 minutes. If not possible to fill, keep wet for 10 minutes. Be sure to clean and disinfect all other components including all parts of the faucet. Be sure to clean and disinfect all other components including all parts of the faucet.



For nail salons, all pedicure bowls and parts, including faucets, need to be fully cleaned and disinfected before each client. Consider adding an acrylic shield to pedicure bowls.

Shampoo and pedicure stations should be 6ft. apart or staggered to ensure proper social distancing.

Additional Resources

Please visit probeauty.org/coronavirus for additional information and resources; including webinars to help you best prepare for re-opening success!

PPE Providers

Acrylic Shield Providers

Manicure Table Protected Screen
buynailsdirect.com/table-acrylic-protected-screen.html

Spa Pedicure Protected Screen
buynailsdirect.com/pedispa-acrylic-protected-screen.html

Reception Area Protected Screen
restaurantsupply.com/nemco-69792-36-countertop-easy-shield-36-wide-polycarbonate-breath-guard-42-high

General Acrylic Shields
grand-benedicts.com/

ALL

(Gowns, masks, goggles, gloves, sanitizer, thermometers, shoe covers, face shields and other safety solutions)

proforma.com/

robanda.com

Safety Solutions/Fixtures

williamwhatley.com/purlite/

whitelightconsortium.com/index.php/ppe-products

gbcustomfixtures.com/

katherinefrank.com/

Face Shields

shop.kenmore-envelope.com/

sparxhockey.com/safetygear

whiteclouds.com/face-shield/

kartonart.com

northeastcolor.com

Resources provided are for general informational purposes only, and the inclusion of links from these sites does not imply endorsement by PBA. The association encourages you to work with your local distributor to source PPE products and be sure to review and follow state regulations to ensure all proper protocols are being implemented