

GUIDANCE FOR SALON KOKORO

Overview

Salon Kokoro will use this document to go over and beyond to reduce the risk of transmission of COVID-19. We will follow the Workplace Guidance for Business Owners, and we will comply with requirements in the Personal Services Regulation.

COVID-19 Risk Mitigation- OUR PLEDGE TO YOU

Front End	<ul style="list-style-type: none">● Because we are not able to adhere to the 2 metres of distancing at the front, we are asking you wait outside or in vehicles and we will text or call you when a chair or station is available.● No non-essential high-touch items like magazines will be available.● Contactless payments are encouraged.● Staff and clients are expected to wash hands immediately upon arrival. Hand sanitizer will be provided for everyone as you enter and exit.● We encourage you to bring your own drinks; at this time we will not be serving beverages.● We ask that if you would like a retail product, your stylist or front desk handles it.● Our friendly front desk staff will be wearing masks.
Client Services	<ul style="list-style-type: none">● Our workstations are arranged to maintain 2 metres of distancing between guests.● No sharing of products or tools between stylists will be permitted.● As we always practice, we will wash towels, robes, and related items between clients, and dispose of non-washable items, like neck strips.● We will only use equipment that can be cleaned and disinfected, or disposed of, between clients.● A clean towel will be used instead of a neck brush to remove hair.● At this time, blasts dry's only and both you and the stylist need masks.● Please avoid person to person contact as much as possible (hugs, handshakes, etc).● Due to the restrictions of wearing a mask, conversations will be limited.
Cleaning	<ul style="list-style-type: none">● We will regularly clean and disinfect high touch surfaces such as door handles, railings, chairs, customer counters and payment devices, as well as habitually clean and disinfect high-touch surfaces in washrooms.● We will clean and disinfect workstations between clients and workers.

Booking	<ul style="list-style-type: none">● We encourage everyone to book an appointment online or by phone and avoid walk-in service.● We recommend you bring your own disposable mask for your service. If not, one will be provided for you at a small cost.● Appointments will be staggered to enable distancing in high-traffic areas such as waiting areas and wash stations.● We will leave a gap between appointment times to ensure workstations can be thoroughly cleaned and disinfected.● Salon Kokoro stylists have the right to refuse service if any guest is experiencing symptoms including cough, fever, shortness of breath, runny nose or sore throat that are not related to a pre-existing illness or health condition, or are otherwise required to isolate or quarantine.● Upon booking and arrival, we will be asking general health questions to ensure you are not presenting symptoms of sickness and/or have been exposed to someone with COVID-19.● We ask you to attend appointments unaccompanied unless accompaniment is necessary (e.g. a parent or guardian).● Please leave unnecessary personal items in vehicle. Jackets included.
Workers	<ul style="list-style-type: none">● We will wear masks while working directly with clients, and we will wear scrubs to avoid contamination.● We encourage everyone to wear masks.● We pledge to sanitize hands before starting work, before and after each client, and after any other activity.● Continue to follow existing occupational health and safety (OHS) requirements.